



“When You Talk - We Listen!”



MANITOBA PUBLIC UTILITIES BOARD

Re: MANITOBA PUBLIC INSURANCE CORPORATION (MPI)
2025/2026 GENERAL RATE APPLICATION
HEARING

Before Board Panel:

- Irene Hamilton, KC - Panel Chairperson
- Rober Gabor, KC - Board Chair
- Susan Nemec (by TEAMS)- Board Member
- George Bass, KC - Board Member
- Patrick Ireland - Board Member

HELD AT:

Public Utilities Board
400, 330 Portage Ave.
Winnipeg Manitoba
October 28, 2024
Pages 1171 to 1440
Day 6

1 APPEARANCES

2

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1	TABLE OF CONTENTS	
2		Page No.
3	List of Exhibits	1174
4	List of Undertakings	1176
5		
6	JENNIFER HALL, Sworn (by TEAMS)	
7		
8	Presentation by Ms. Jennifer Hall	
9	Examination-in-chief by Ms. Kara Moore	1178
10		
11	ROAD SAFETY AND LOSS PREVENTION PANEL	
12	MARIA CAMPOS, Sworn	
13	PATRICK SARGINSON, Affirmed	
14	BRYCE DOELL, Affirmed	
15	NICHOLE ELVEBO, Sworn	
16		
17	Examination-in-Chief by Mr. Anthony Guerra	1202
18	Cross-Examination by Ms. Kara Moore	1237
19	Cross-Examination by Mr. Chris Klassen	1273
20	Cross-Examination by Ms. Charlotte Meek	1301
21	Cross-Examination by Mr. Christian Monnin	1328
22	Re-direct Examination by Mr. Anthony Guerra	1393
23		
24		
25		

1	TABLE OF CONTENTS	
2		Page No.
3	CUSTOMER AND PRODUCT PANEL	
4	SIMMI MANN, Affirm	
5	ROBERT SMITHSON, Affirm	
6	CURTIS PRYSTUPA, Affirm	
7	SCOTT PATTON, Affirm	
8	MARIA CAMPOS, previously Sworn	
9		
10	Examination-in-Chief by Mr. Steve Scarfone	1399
11	Cross-Examination by Ms. Kara Moore	1419
12		
13		
14		
15		
16		
17		
18		
19	Certificate of transcript	1440
20		
21		
22		
23		
24		
25		

1	List of Exhibits	
2	Exhibit No.	Page No.
3	PUB-19:	Presentation of Dr. Jennifer
4	Hall	1177
5	MPI-49	Road safety presentation 1194
6	MPI-50	Customer end product
7	Presentation	1194
8	CMMG-7	Data collected for the 2022-year 1316
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

1		List of Undertakings	
2	No.	Description	Page No.
3	23	MPI to provide an update	
4		to this table so we can have a more	
5		accurate idea of the number of people	
6		who have participated in these	
7		workshops to date	1242
8	24	MPI to provide the number of	
9		rural driver instructors and the ideal	
10		number of road driver instructors	1257
11	25	Given that there is not a decrease in	
12		FTEs contemplated for road safety, MPI	
13		to advise what is the reduction in	
14		forecasted expenses for departmental	
15		expenses	1270
16	26	MPI to break these groupings down by	
17		Urban and Rural	1383
18	27	MPI to provide how the setting of	
19		rates under the registered owner model	
20		reflects risk	1432
21			
22			
23			
24			
25			

1 --- Upon commencing at 8:58 a.m.

2

3 PANEL CHAIRPERSON: Good morning,
4 everyone.

5 Ms. Moore...?

6 MS. KARA MOORE: I just want to
7 confirm that Dr. Jennifer Hall is online.

8 DR. JENNIFER HALL (by TEAMS): I am
9 here, yes.

10 MS. KARA MOORE: Okay. Good morning,
11 Dr. Hall. I understand you have a presentation that
12 you'd like to make this morning. But before we get
13 started with that, I'm just going to ask you some
14 questions about your background.

15 But, for the record, Dr. Hall's
16 presentation has been filed as PUB Exhibit 19 this
17 morning.

18

19 --- EXHIBIT NO. PUB-19: Presentation of Dr.
20 Jennifer Hall

21

22 PANEL CHAIRPERSON: I believe that Dr.
23 Hall needs to be sworn in.

24 MS. KARA MOORE: Oh. Sorry about
25 that.

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JENNIFER JOAN HALL, Sworn

MS. KARA MOORE: So again, I was just
-- just saying for the record that Dr. Hall's
presentation has been filed as PUB Exhibit 19.

EXAMINATION-IN-CHIEF BY MS. KARA MOORE:

MS. KARA MOORE: And I'm going to
start, Dr. Hall, by asking you a few questions about
your background.

DR. JENNIFER HALL (by TEAMS): Yes.

MS. KARA MOORE: So, you're currently
the president and CEO of Sirius Strategic Solutions
Ltd.?

DR. JENNIFER HALL (by TEAMS): I am.

MS. KARA MOORE: And you've been in
this role since 2010?

DR. JENNIFER HALL (by TEAMS): Yes.

MS. KARA MOORE: And in this role, you
lead policy, governance, planning, research, and
evaluation projects on a wide range of issues for
public, private, and non-profit sector clients?

DR. JENNIFER HALL (by TEAMS): I do.

MS. KARA MOORE: And prior to this

1 role, you were the manager of Indigenous Government
2 and Strategic Relations of Technical Safety BC?

3 DR. JENNIFER HALL (by TEAMS): Yes.
4 Yes.

5 MS. KARA MOORE: Thank you. And prior
6 to that, you worked with the Insurance Corporation of
7 BC, yes?

8 DR. JENNIFER HALL (by TEAMS): Yes.

9 MS. KARA MOORE: And with ICBC, your
10 job titles included manager of government relations,
11 corporate policy and communications, senior manager of
12 driver licensing policy, and divisional executive,
13 correct?

14 DR. JENNIFER HALL (by TEAMS): Yes.
15 Yes.

16 MS. KARA MOORE: And just some
17 questions about your education. You hold a doctorate
18 from the University of Victoria, School of Public
19 Administration?

20 DR. JENNIFER HALL (by TEAMS): I do.

21 MS. KARA MOORE: And you're currently
22 an assistant professor at the University of Victoria,
23 School of Public Administration?

24 DR. JENNIFER HALL (by TEAMS): I'm an
25 adjunct assistant professor, yes.

1 MS. KARA MOORE: Thank you. And
2 you're the member -- you are a member of several
3 associations including the Canadian Association of
4 Road Safety Professionals?

5 DR. JENNIFER HALL (by TEAMS): I am.

6 MS. KARA MOORE: And you've previously
7 been a member of the Road Safety Standing Committee
8 with the Transportation Association of Canada?

9 DR. JENNIFER HALL (by TEAMS): Yes.

10 MS. KARA MOORE: You've also been a
11 member of the Federal Vulnerable Road Users
12 Countermeasures Project Advisory Panel?

13 DR. JENNIFER HALL (by TEAMS): Yes.

14 MS. KARA MOORE: And you've also been
15 a member of the North American Road Safety
16 Certification Steering Committee, yes?

17 DR. JENNIFER HALL (by TEAMS): Yes.

18 MS. KARA MOORE: Great. Thank you.
19 In the spring of this year, you were retained by the
20 Public Utilities Board to take on the role of
21 facilitator of a road safety technical conference,
22 right?

23 DR. JENNIFER HALL (by TEAMS): Yes.

24 MS. KARA MOORE: And that technical
25 conference took place at the Board's offices on June

1 10th and 11th of 2024?

2 DR. JENNIFER HALL (by TEAMS): It did.

3 MS. KARA MOORE: And as facilitator,
4 you were to be impartial, correct?

5 DR. JENNIFER HALL (by TEAMS): Yes.

6 MS. KARA MOORE: And following the
7 conclusion of the tactical conference, you prepared a
8 report, and to confirm for the record, MPI filed a
9 copy of that report as Attachment A to the Road Safety
10 section of the Application. That's RS Attachment 'A'.

11 Ms. Schubert, if you could bring that
12 up, just the front page.

13 Dr. Hall, can you see that report on
14 the screen?

15 DR. JENNIFER HALL (by TEAMS): I can.

16 MS. KARA MOORE: And this -- just
17 confirming this is a copy of the report that you
18 prepared?

19 DR. JENNIFER HALL (by TEAMS): Yes, it
20 is.

21 DR. JENNIFER HALL (by TEAMS): Thank
22 you. Just a few -- sorry. If we could go back to the
23 report on page 5. I just have a few questions about
24 the process for the Technical Conference.

25 In the third paragraph -- or, sorry,

1 the fourth paragraph -- that starts with, "The
2 approach," you write that:

3 "The approach to this year's
4 technical conference was similar to
5 previous processes and included a
6 review of the previous agenda and
7 discussion outline, consideration of
8 current data, research, and road
9 safety issues and input from
10 selected stakeholders including on
11 the development of the agenda."

12 Did you have input on the approach to
13 the technical conference?

14 DR. JENNIFER HALL (by TEAMS): I did.

15 MS. KARA MOORE: And if we go back to
16 page 4, you've attached the Road Safety Agenda as
17 Appendix 1 to your report, and you circulated this
18 agenda in advance of the conference, I believe?

19 DR. JENNIFER HALL (by TEAMS): Yes, I
20 did.

21 MS. KARA MOORE: Okay. And you've
22 also attached the presentation materials prepared by
23 MPI for the Road Safety Technical Conference at
24 Appendix 2 of your report?

25 DR. JENNIFER HALL (by TEAMS): Yes.

1 MS. KARA MOORE: Okay. Thank you.

2 And you've prepared a PowerPoint presentation to
3 accompany your testimony today, correct?

4 DR. JENNIFER HALL (by TEAMS): I have.

5 MS. KARA MOORE: And, Ms. Schubert, if
6 you could bring that up. And again, for the record,
7 this is marked as PUB Exhibit 19.

8 And, Dr. Hall, you're prepared to speak
9 to the Technical Conference and the contents of your
10 report today?

11 DR. JENNIFER HALL (by TEAMS): Yes, I
12 am.

13 MS. KARA MOORE: Thank you. With
14 that, Dr. Hall, I'd ask you to proceed to your
15 presentation.

16 DR. JENNIFER HALL (by TEAMS): Thank
17 you. Okay. I was very pleased to be asked again to
18 facilitate the third technical conference for Road
19 Safety on behalf of the Public Utilities Board which,
20 as we know, took place June 10th and 11th at the PUB
21 offices in Winnipeg.

22 And throughout the presentations,
23 participants were invited to ask questions of the MPI
24 presenters, provide comments and engage in discussion
25 on road safety issues of importance to them. The

1 preparation by MPI and stakeholders was evident in
2 their participation and dialogue. And then the second
3 slide.

4 Conference participants were from MPI,
5 and the CEO was present -- present throughout the
6 sessions, supporting staff presentations and
7 participating in the discussion.

8 Stakeholders from a variety of
9 organizations were engaged in the process both in-
10 person and online.

11 My role was to facilitate the
12 conference, ensuring that stakeholders had ample
13 opportunity to ask questions, share their views on
14 MPI's efforts and results of their work and contribute
15 to constructive dialogue about the future of road
16 safety in Manitoba.

17 Opening remarks were provided by Ms.
18 Marnie Kacher, from MPI, who put the Road Safety
19 Technical Conference into context with respect to its
20 consideration in rate setting.

21 Ms. Kacher reiterated MPI's strong
22 commitment to road safety and the value of this forum
23 for sharing information and ideas to help shape road
24 safety in Manitoba.

25 Recognizing that there has been an

1 increase in the number of people killed in motor
2 vehicle collision since 2022, Ms. Kacher spoke to a
3 number of the strategies MPI had implemented to
4 address this trend.

5 MPI is also developing a new road
6 safety strategy that will align with an updated
7 national strategy being developed by CCMDA for 2025.

8 Ms. Moore, counsel for the Public
9 Utilities Board, provided an overview of the approach
10 to the conference in that the goal was to have a
11 nonbinding roundtable type discussion and to develop
12 consensus on action items documented for future rate
13 application processes. Next slide.

14 On the current state of road safety in
15 Manitoba for its first presentation, MPI provided a
16 summary of the current trends and fatal collisions on
17 Manitoba roads.

18 And while the number of fatalities
19 remained relatively stable between 2013 and 2021
20 following the COVID-19 pandemic, there has been an
21 increase through 2023 with a hundred and sixteen (116)
22 fatalities.

23 And while this number was much higher
24 than previous years due to one (1) significant crash,
25 the trend was still showing an increase, resulting in

1 a 23 percent jump between 2021 and 2022 compared to
2 the Canadian trend of 6 percent increase in
3 fatalities.

4 Looking at the trends from 2013 to
5 2022, distraction, impaired driving, speeding, and
6 nonuse of seatbelts continue to be the leading factors
7 in motor vehicle crashes.

8 Distracted -- distracted driving has
9 become increasingly common, contributing to forty (40)
10 fatalities in 2022 compared to twenty-eight (28) in
11 2013. The number of fatalities involving impaired
12 driving has declined from a high of thirty-eight (38)
13 in 2016 to sixteen (16) in 2022 while cannabis
14 continues to be the most common drug found in drivers
15 testing positive for drugs; although there has not
16 been an increase in the proportion of drivers testing
17 positive since legalization in 2018.

18 With respect to vulnerable road users,
19 in that same timeframe, between 2013 to 2022, there
20 was an average per year of twenty-two (22) fatalities
21 of vulnerable road users, most of them being
22 pedestrians.

23 Cycling fatalities averaged two (2) per
24 year, motorcycle fatalities averaged five (5), and
25 pedestrians averaged fifteen (15) during that same

1 timeframe. And while distracted and careless driving
2 were found to be key contributing factors to all of
3 the RU fatalities, speed was also a factor in single
4 vehicle motor -- motorcycle crashes. On the next
5 slide, please.

6 With respect to MPI's road safety
7 strategy, the Corporation is currently reviewing its
8 current one, its principles, goals, and its two (2)
9 phased approach.

10 The first phase in 2022 focussed on
11 evaluating the portfolio of road safety programs and
12 conducting primary field research into causal and
13 contributing factors to collisions.

14 MPI was also focused on engaging
15 stakeholders to -- to develop a more data-driven
16 approach to understanding road safety issues.

17 The second and current phase, which
18 we're in now, involves sharing the findings for phase
19 1 work with stakeholders and developing new programs
20 and initiatives based on those results.

21 With phase 1 completed, phase 2
22 developments are under way and include a new adult
23 driver training program in Winnipeg to address
24 barriers to access and one (1) in Northern Manitoba to
25 improve road safety in rural areas in First Nations

1 and new road safety campaigns, speed display signs,
2 and pedestrian visibility gear in First Nations.

3 And, of course, MPI is maintaining some
4 of its longstanding safety programs such as public
5 awareness and education campaigns, enhanced
6 enforcement efforts, and high school drivers'
7 education.

8 In preparing for the new strategy and
9 beyond 2025, those preparations have begun for 2026
10 onward. Planning is taking a similar approach to the
11 phases of the current strategy in terms of evaluating
12 progress made and assessing available data to
13 continually improve planning.

14 There is interest by the stakeholders
15 and opportunities for their, and broader public,
16 engagement and MPI will be developing an approach to
17 consultation in the development process.

18 The next strategy will be aligned with
19 the new national strategy currently being developed by
20 CCMTA for beyond 2025, and MPI is aiming for its
21 strategy's adoption in early 2026. And the next
22 slide, please.

23 With respect to road safety programs
24 and initiatives, updates were provided on the
25 Motorcycle Training Program, the Variable Message

1 System with respect to deer awareness, and the
2 Enhanced Enforcement Program.

3 MPI partners with Safety Services
4 Manitoba to deliver motorcycle training, both a basic
5 and more advanced course. Those who complete the
6 course receive a two hundred dollar (\$200) rebate, and
7 data from '23/'24 show that 94 percent of the almost
8 nine hundred (900) participants received the rebate,
9 and 78 percent achieved their motorcycle licence.
10 Given the positive feedback from customers, that
11 partnership and program will continue.

12 The use of variable speed signs to
13 reduce deer collisions was shown to be successful in
14 that 86 percent of Winnipeggers surveyed said that
15 they were more alert after seeing the signs. And an
16 added benefit was speed reduction in that 20 percent
17 of the cases were seen by reducing their speed by more
18 than 10 kilometres per hour.

19 Enforced enhancement has been expanded
20 to include intersection speeding, distracted driving,
21 and seatbelt use, in addition to the initial focus on
22 impaired driving. Data from both the 2022 drug and
23 alcohol roadside survey and the seatbelt and
24 distracted driving observational study have renewed
25 the focus on impaired driving and seatbelt use.

1 The use of automated licence plate
2 recognition technology has also proven effective at
3 identifying suspended, unregistered, and uninsured
4 vehicles. Following an evaluation of a 2019 to 2021
5 pilot, MPI increased its funding for 2023, providing
6 eighteen (18) new ALPR units and adding two (2) new
7 police units to the program.

8 Changes to MPI's Driver's Ed program
9 included a shift to web-based application, enhanced
10 curriculum aimed at Gen 'Z' and younger drivers, and
11 virtual delivery of the classroom portions of the
12 course.

13 Results showed that students in the
14 program had a higher first-time pass rate than non-
15 Drivers 'Z' students, and they required fewer attempts
16 to pass.

17 Drivers 'Z' students passed the
18 knowledge test between 25 to 30 percent higher than
19 the average member of the public. Importantly,
20 drivers who went through the program had fewer at-
21 fault collisions after they were licensed.

22 Curriculum updates not only included
23 rules of the road, but on what it means to be a safe
24 driver for life, developing a positive safety culture
25 and safe driving skills to prevent collisions. And

1 MPI continues to improve access to the program -- for
2 example, in rural and remote areas -- and is doing a
3 customer experience review aimed at identifying other
4 areas for improvements.

5 Since the last technical conference in
6 2022, MPI has worked on a number of initiatives to
7 address challenges with adult drivers who did not have
8 the opportunity to take Drivers 'Z' in high school.

9 They're also looking at First Nations
10 adults who have difficulty accessing driver training
11 and adult immigrants who experience very different
12 driving environments when coming to Canada.

13 And to address those barriers, MPI has
14 launched a subsidized Adult Driver Training Program in
15 fourteen (14) communities across northern Manitoba in
16 partnership with the University College of the North.

17 In Winnipeg, MPI is partnering with the
18 Citizens Bridge Program to support driver training for
19 newcomers and low-income residents.

20 MPI and Safety Services Manitoba are
21 also working together to deliver safety workshops
22 around the province to address the high rates of
23 collisions involving off-road vehicles.

24 And given that almost half of fatal
25 pedestrian collisions happen at dusk, MPI will be

1 building on a 2022 pilot to distribute high-visibility
2 gear such as backpacks, toques, and flashlight clips.
3 The use of this high-visibility gear has proven to
4 reduce pedestrian incidents according to the latest
5 research by NITSA (phonetic).

6 Based on data from its 2022/'23 pilot,
7 MPI is expanding its use of speed display signs. The
8 pilot found that speed display signs reduced the
9 proportion of vehicles speeding by 7 1/2 percent, so
10 it's purchasing up to seventy-five (75) signs over the
11 '24/'25 fiscal year. Thirty-five (35) have already
12 been purchased and will go to First Nations,
13 municipalities, and parks.

14 Additional functionality will also be
15 built into the program enhancements with the
16 capability of operating in a stealth mode; that's
17 where signs don't display the speed for the driver but
18 still collect the data. This allows for comparison of
19 speeds when the boards are flashing versus when they
20 are not; a key factor in assessing their
21 effectiveness. Next slide, please.

22 With respect to research and analysis,
23 MPI's report covered phase 2 of its observational
24 speed study done in 2022 which was done over the
25 winter months as opposed to the summer months in phase

1 1. Analysis considered the diversity of roads, urban
2 versus rural, different speed limits and road types,
3 and seasonal speeds and hot spots.

4 And in examining fifty-six (56) hot
5 spots across the province, results showed that about
6 30 per -- 37 percent of observed vehicles were
7 travelling above the posted speed limit. Exceeding
8 the speed limit by more than 10 kilometres per hour
9 was more prevalent on highways than on urban roads.

10 In sharing the results from their
11 alcohol and drug roadside survey, which was conducted
12 in the fall of 2022, results showed that there was an
13 increase in the number of people with alcohol in their
14 system over the 2016 study that was done. The most
15 common reason cited was that people didn't think that
16 they were impaired.

17 Cannabis continued to be the most
18 common drug among drivers who tested positive for
19 drugs, and 8 percent of drivers tested were positive
20 for at least one (1) drug.

21 A number of changes have already been
22 implemented as a result of these studies. For
23 example, legislative changes allow MPI to deny third-
24 party liability coverage for impaired driving, and a
25 can -- launching a Cannabis Impaired Driving Program

1 with the Winni -- Winnipeg Police Service was done in
2 January of this year, along with launching public
3 awareness and education campaigns.

4 Future research with respect to drug
5 and alcohol roadside survey will -- will include
6 continuing this -- this particular approach. The same
7 survey conducted in 2022 will be done again in '24/'25
8 to monitor the trends.

9 And MPI will be using a consistent
10 methodology that's being developed by CCMTA and
11 administered by Transport Canada, and it's expected
12 that their survey will be done in the fall of 2025.

13 With respect to the observational
14 study, another one will be done on seatbelt use and
15 distracted driving in -- planned for 2025/'26,
16 following the same approach as the 2022 survey.

17 And as a result of the speed survey
18 work done in 2022/'23, analysis of the data collected
19 will allow MPI to assess monthly speeding patterns and
20 trends as opposed to relying on semi-regular studies.

21 And finally, this year will see MPI
22 conducting an analysis of motorcycle collisions to
23 better understand the types of collisions,
24 contributing factors, and crash circumstances.

25 And the final slide provides some -- a

1 summary of information on the -- the stakeholder
2 roundtable. And so, we ended the conference with an
3 opportunity for all participants to share their
4 thoughts on any other issues and follow up on any
5 previous discussions.

6 And just to reflect on a few of those
7 highlights, there was a discussion on maintaining
8 transparency and openness in the sharing of data and
9 information and the dialogue that informs MPI's road
10 safety decisions.

11 We also talked about improving research
12 and data collection to inform the evidence-based
13 decision-making process, and this includes more of a
14 focus on qualitative data and understanding the
15 broader social costs of collisions, as well as reasons
16 for engaging in risky behaviour.

17 And it was noted that the collision
18 statistics report and the promise dashboard weren't
19 available for this technical conference, and this was
20 unfortunate as some stakeholders rely on that data to
21 make their own assessments in preparation for
22 discussion at this forum.

23 One (1) suggestion for the planning
24 process for the next road safety strategy was to
25 develop specific and clear objectives supported by key

1 performance indicators which are fundamental to
2 evaluation and good road safety programming decisions.

3 And linked to future road safety
4 planning is the need to engage on issues related to
5 electric and hybrid vehicles. And there was
6 discussion about the need to consider the impact on
7 road safety of this evolving transportation area.

8 A number of organizations expressed
9 their interest in prioritizing vulnerable road users,
10 recognizing that the transportation landscape is
11 shifting. There's an interest in collaborating to
12 assist MPI in updating their curriculum and training
13 modules to recognize the shift and highlight the needs
14 and issues of vulnerable road users.

15 Representatives from the cities of
16 Winnipeg and Brandon and Manitoba Infrastructure and
17 Transportation attended over the two (2) days and
18 expressed appreciation for working with MPI, and
19 particular, on the sharing of data that helps with
20 their planning and infrastructure development.

21 All reiterated the importance of the
22 relationship they have with MPI in integrating road
23 safety considerations into the work they do.

24 In wrapping up and thanking the
25 stakeholders for their participation and contributions

1 throughout the technical conference, MPI reiterated
2 its commitment to engaging stakeholders in its
3 planning and programming to -- to improve road safety
4 in Manitoba.

5 And that concludes my presentation.

6 PANEL CHAIRPERSON: Thank you very
7 much, Dr. Hall. Ms. Moore...?

8 MS. KARA MOORE: I don't have any
9 further questions for Dr. Hall. Thank you, Madam
10 Chair.

11 PANEL CHAIRPERSON: Thank you. Mr.
12 Guerra...?

13 MR. ANTHONY GUERRA: Thank you. No
14 questions from our end, as well.

15 PANEL CHAIRPERSON: Ms. Klassen...?

16 MR. CHRIS KLASSEN: None from CAC
17 either. Thank you.

18 PANEL CHAIRPERSON: Thank you. Ms.
19 Meek...?

20 MS. CHARLOTTE MEEK: No questions from
21 CMMG. Thank you.

22 PANEL CHAIRPERSON: Mr. Monnin...?

23 MR. CHRISTIAN MONNIN: No questions,
24 Madam Chair.

25 BOARD CHAIR GABOR: I have questions.

1 PANEL CHAIRPERSON: Mr. Gabor...?

2 BOARD CHAIR GABOR: Kristen, could we
3 go to slide 3, please.

4 Ms. Hall, as you were going through
5 these you skilled over seatbelt use. Were there any
6 comments in relation to seatbelt use from prior years?

7 DR. JENNIFER HALL (by TEAMS): Not
8 that I could recall.

9 BOARD CHAIR GABOR: Okay. Second
10 question. You -- they've got vehicle recognition
11 devices that are being used.

12 DR. JENNIFER HALL (by TEAMS): Are you
13 --

14 BOARD CHAIR GABOR: Is that correct?

15 DR. JENNIFER HALL (by TEAMS): --
16 referring to auto plated -- automated licence plate --

17 BOARD CHAIR GABOR: Yeah, automated --

18 DR. JENNIFER HALL (by TEAMS): --
19 recognition?

20 BOARD CHAIR GABOR: Yeah. Yeah. You
21 made reference to it. The question I have is, that
22 would have to do with the vehicle but not the driver,
23 correct?

24 DR. JENNIFER HALL (by TEAMS): It's
25 with respect to drivers who are suspended, for

1 example. So, if they're --

2 BOARD CHAIR GABOR: But if it --
3 sorry, go ahead.

4 DR. JENNIFER HALL (by TEAMS): Sorry.
5 Yeah, so it will -- it identifies the -- the vehicle,
6 but the -- the driver attached to that vehicle,
7 whether or not they're suspended, unregistered, or the
8 vehicle is uninsured.

9 BOARD CHAIR GABOR: Okay. What do you
10 mean by 'if the driver is attached to that vehicle'?

11 DR. JENNIFER HALL (by TEAMS): Well,
12 it will -- the -- the -- MPI I'm sure can speak to
13 more specifically to -- to that link. But in reading
14 the licence plate, my understanding is that would --
15 it would identify whether or not the registered owner
16 of that vehicle would be suspended or the vehicle is
17 unregistered or uninsured.

18 BOARD CHAIR GABOR: Right. But if the
19 driver is somebody -- if the driver who is not
20 licensed or has had the licence suspended is not the
21 registered owner of the vehicle, would it pull that
22 information?

23 DR. JENNIFER HALL (by TEAMS): I am
24 not qualified to answer that particular question.

25 BOARD CHAIR GABOR: Okay. And you

1 said that data wasn't available for the technical
2 conference.

3 DR. JENNIFER HALL (by TEAMS): Yes.
4 As far as I understand, the -- the collision reports
5 that would -- normally provided were not able to be
6 provided ahead of time --

7 BOARD CHAIR GABOR: Okay.

8 DR. JENNIFER HALL (by TEAMS): -- for
9 this conference.

10 BOARD CHAIR GABOR: Okay. And was --
11 was a reason provided for that?

12 DR. JENNIFER HALL (by TEAMS): I think
13 there were some technical issues with respect to the
14 data being cleaned. But, again, MPI would be able to
15 better clarify why that data wasn't available.

16 BOARD CHAIR GABOR: Thank you very
17 much.

18 PANEL CHAIRPERSON: Ms. Nemeč, do you
19 have any questions?

20 BOARD MEMBER NEMEC (by TEAMS): No
21 questions. Thank you.

22

23 (WITNESS STANDS DOWN)

24

25 PANEL CHAIRPERSON: Okay. Thank you.

1 Thank you very much, Dr. Hall. We will now proceed
2 with the MPI Panel. Mr. Guerra, would you please
3 introduce your Panel. And then they'll be sworn.

4 MR. ANTHONY GUERRA: Yes. Thank you.
5 Good morning. Before I begin, just a couple of
6 exhibits to read into the record.

7 MPI Exhibit number 49 is the road
8 safety presentation. And Exhibit number 50 is the
9 customer end product presentation.

10

11 --- EXHIBIT NO. MPI-49: Road safety presentation

12

13 --- EXHIBIT NO. MPI-50: Customer end product
14 presentation

15

16 DR. DARREN CHRISTLE: I'm sorry, could
17 you speak up just a little bit, please.

18 MR. ANTHONY GUERRA: Yes. Did you
19 want me to repeat what I just said? Okay. Sorry.
20 MPI Exhibit number 49 is the road safety presentation.
21 And MPI Exhibit number 50 is the customer and product
22 presentation.

23 Now, before you we have the Road Safety
24 and Loss Prevention Panel which is comprised in the
25 front row of our are Vice-president and Chief Customer

1 End Product Officer Maria Campos; our Director of
2 product Design and -- and the Registrar of Motor
3 Vehicles Patrick Sarginson; the Manager of Road
4 Safety Programs and Analysis Bryce Doell; and the
5 Director of Driver Administration, Nichole Elvebo.

6 In the backrow we have our manager of
7 director -- excuse me -- Manager of Driver Testing and
8 Driver Education Erin Sellar and our Manager of
9 Budgeting and Expense Grant Gaudry and, as always, our
10 Chief Executive Officer Satvir Jatana.

11

12 ROAD SAFETY AND LOSS PREVENTION PANEL:

13 KATHARINE ELVEBO, Sworn

14 PATRICK SARGINSON, Affirm

15 MARIA CAMPOS, Sworn

16 BRYCE DOELL, Affirm

17

18 EXAMINATION-IN-CHIEF BY MR. ANTHONY GUERRA:

19 MR. ANTHONY GUERRA: Anthony Guerra,
20 for the record. And good morning, everyone. And Ms.
21 Campos, this question is posted for -- for you to
22 respond to.

23 Before you, you see the Road Safety and
24 Loss Prevention presentation, correct?

25 MS. MARIA COMPOS: That's correct.

1 MR. ANTHONY GUERRA: And this is a
2 presentation that was prepared by yourself and your
3 team. Is that correct?

4 MS. MARIA COMPOS: That's correct.

5 MR. ANTHONY GUERRA: And this
6 presentation will be the basis for your evidence that
7 you'll be -- be providing to the -- the Panel this
8 morning?

9 MS. MARIA COMPOS: Correct.

10 MR. ANTHONY GUERRA: Okay. Thank you.
11 With that, I'll ask you to please present.

12 MS. MARIA COMPOS: Okay. Thank you
13 very much. Maria Mampos, MPI. Good morning. As I
14 stated for the record, I'm Vice-president and Chief
15 Customer and Product Officer for Manitoba Public
16 Insurance.

17 I'm pleased to be with you here today
18 as we review MPI's road safety initiatives and
19 activities.

20 Just by way of background, I joined MPI
21 in July of this year. And my responsibilities at MPI
22 include the oversight of MPI's road safety activities.
23 I personally share MPI's longstanding commitment to
24 road safety and it remains a core element of our
25 mission.

1 We're pleased to be joined today by
2 others who share our dedication to safeguarding
3 Manitoba's road users.

4 By way of my background, I have spent
5 prior to joining MPI the last twenty-four and a half
6 (24 1/2) years working for Manitoba Justice. The role
7 that I recently vacated was Assistant Deputy Minister
8 of Corporate of Strategic Services.

9 Over the last twenty-four and a half
10 (24 1/2) years, I've had the privilege of leading many
11 corporate services and many strategic services for
12 justice. I've created quality management units. I've
13 created business intelligence and data units.

14 I have been privileged to work
15 alongside of many partners and many stakeholders
16 including policing agencies, Winnipeg Police Service,
17 RCMP, and other agencies throughout the province, and
18 have worked directly with First Nations communities
19 and leadership in order to be able to promote healthy
20 communities for our Indigenous people in Manitoba.

21 And in addition to that, I've spent the
22 last two (2) years directly involved with the Manitoba
23 Public Insurance portfolio as the direct liaison -- as
24 the minister responsible for MPI was Manitoba Justice,
25 I was designated as the direct liaison and lead to

1 work directly with MPI.

2 Our road safety initiatives are guided
3 by our deep understanding of the human impact of motor
4 vehicle collisions. The devastating effects of these
5 collisions are experienced by countless individuals,
6 families, and communities throughout Manitoba. Simply
7 put, losing even one (1) Manitoban to a collision is
8 one (1) too many.

9 Although the impact of motor vehicle
10 collisions is felt throughout the province, Manitobans
11 in rural areas, and especially those in First Nations,
12 are disproportionately affected. We recognize that
13 MPI's road safety efforts must address this reality,
14 and we're committed to doing so.

15 MPI is one (1) of many organizations
16 dedicated to making our roads safe, and collaborates
17 closely with a large network of road safety
18 stakeholders to enhance our initiatives and support
19 all of our collective efforts.

20 We deeply value the contributions of
21 these numerous organizations, including those present
22 today, as well as the many others working tirelessly
23 towards road safety in Manitoba.

24 I was pleased to learn when I joined
25 MPI that the Road Safety Technical Conference in June

1 provided our stakeholders with the forum that they
2 were seeking to further engage with MPI on road
3 safety.

4 I understand that that conference
5 created valuable opportunities for interaction and
6 partnership, information sharing, and collaborative
7 efforts to shape the future of road safety in
8 Manitoba.

9 Today's session will begin with an
10 overview of the current state of road safety in
11 Manitoba. The data will provide essential context as
12 we move on to discussing MPI's approach to road
13 safety, a stake -- as we move -- pardon me, road
14 safety and stakeholder engagement, we provide updates
15 on our road safety initiatives, and we provide updates
16 on MPI's road safety budget.

17 Our goal today is to provide the Board
18 with visibility into MPI's understanding of the road
19 safety environment in Manitoba and the actions we're
20 taking to make our roads safe and safer.

21 Our aim is to demonstrate how our
22 efforts align with the commitment we made in 2022
23 which was to conduct thorough research and analysis to
24 better understand the causes of collisions in Manitoba
25 and to act accordingly.

1 And while we continue to face
2 challenges in fully utilizing collision data, MPI has
3 positioned Manitoba as a leader in road safety
4 research within Canada.

5 Manitoba is the only jurisdiction in
6 the country that has conducted recent, on-the-ground
7 research on distracted driving, seatbelt use, impaired
8 driving, and speeding. These findings significantly
9 inform our work.

10 You'll also hear today about our work
11 to prioritize improving road safety in First Nations
12 where citizens are disproportionately involved in
13 fatal collisions. MPI has made significant strides in
14 this area through Adult Driver Training Programs,
15 speeding countermeasure -- measures, and off-road
16 vehicle and pedestrian safety initiatives, but we know
17 that there is much more that we can do.

18 I began by emphasizing that even one
19 (1) death on our roads is one (1) too many. Last
20 year, over one hundred (100) lives were lost in
21 Manitoba due to motor vehicle collisions. While we
22 have made progress, it is clear that much more work
23 remains.

24 As we look to the future, MPI remains
25 steadfast in our commitment to meeting Manitobans'

1 expectations for safer roads. I sincerely hope that
2 today's hearing will further our collective efforts
3 towards achieving this vital goal.

4 I'd like to now turn it over to my
5 colleagues, Bryce Doell, manager road safety; Patrick
6 Sarginson, registrar and director of product design;
7 and Nichole Elvebo, director, Driver and Vehicle
8 Administration, to take us through the panel
9 presentation. Thank you.

10 MR. BRYCE DOELL: Bryce Doell, with
11 MPI. And thank you for that, Maria.

12 So, we'll start out here by sharing
13 some data points that illustrate the current state of
14 road safety in the province. So first, we'll look at
15 long-term trends and fatalities, followed by a
16 breakdown of the urban/rural split in collisions
17 showing that most fatal collisions happen outside of
18 the city.

19 We'll then move to discuss our focus on
20 road safety in First Nations, followed by data and
21 research on the four (4) main contributing factors:
22 that's distracted and careless driving, impaired
23 driving, speeding, and seatbelt use. And we'll then
24 finish this section with an overview of road safety
25 for vulnerable road users.

1 So, we start here with looking at the
2 long-term trend in motor vehicle fatalities in
3 Manitoba. So, the chart here compares the rate of
4 people killed in motor vehicle collisions in Manitoba
5 to Saskatchewan, Alberta, BC, and Canada as a whole.

6 So, the two (2) things I'll note here
7 is that Manitoba's rate has historically been above
8 the national average.

9 Now, one (1) important piece of context
10 here is that the national average is largely driven by
11 the experience in Ontario and Quebec; because of their
12 population size, they tend to dominate national
13 averages.

14 So, when doing these sorts of cross-
15 jurisdictional comparisons, we're always mindful that
16 most of the population in Canada is in rural -- excuse
17 me, is in urban areas which typically have lower
18 serious collision rates than rural areas.

19 So, when doing these sorts of cross-
20 jurisdictional comparisons, we find it more
21 appropriate to focus on western Canada which has a
22 more similar urban/rural split to Manitoba than
23 central or eastern Canada, or northern Canada, for
24 that matter.

25 And within western Canada, what we see

1 here is that Manitoba's fatality rate has long been
2 comparable to that of Alberta and BC and lower than
3 that of Saskatchewan.

4 Looking now to focus on rural areas, we
5 really see the importance of the urban/rural divide
6 when we split out the count of motor vehicle deaths in
7 the province simply by whether the collision occurred
8 in an urban or a rural area.

9 So, we see right away that motor
10 vehicle deaths in rural areas outnumber urban areas by
11 a factor of about 2:1, and when we take a closer look
12 at the urban context, what we find is that about half
13 of those urban fatalities happen within Winnipeg. And
14 the consequence of that is about 80 percent of motor
15 vehicle collisions happen outside of the city.

16 One (1) last kind of really important
17 point I'll make here is that while we see that most
18 fatalities occur in the southern region of the
19 province, our fellow Manitobans to the north are over-
20 represented on a per-capita basis when we look at
21 fatal collision stats.

22 So, all of this is to say is that, if
23 we want to reduce the number of people killed in motor
24 vehicle collisions in Manitoba, our focus really has
25 to be primarily on the areas outside of the city,

1 particularly, in rural areas and the First Nations in
2 the province.

3 So, looking at things through the
4 specific lens of the experience in First Nations, we -
5 - we see that there's critical differences in road
6 safety and First Nations compared to other parts of
7 the province.

8 So, we find that about 13 percent of
9 Manitoba's fatalities occur in First Nations despite
10 those communities being home to about 7 percent of the
11 population. And when we dig into the circumstances of
12 those collisions, we find a relatively high rate of
13 pedestrians who are being killed.

14 So, to put some of this in perspective
15 for those of us who live and work in Winnipeg and
16 might be not as attuned to the goings-on outside of
17 the city, on a per-capita basis, the pedestrian stats
18 would -- would equate to about a hundred thirty-six
19 (136) pedestrians killed over a three (3) year period
20 in Winnipeg.

21 So, in other words, if we were seeing
22 the same rate of pedestrian fatalities in the city
23 that we are seeing in First Nations, we'd be seeing
24 about one (1) pedestrian fatality every week in the
25 city. So clearly, this is something that calls out

1 for action, and we'll be talking a little bit more
2 about what we're doing in this area later on.

3 The last key point I'll make here is
4 that we see higher rates of fatal collisions involving
5 off-road vehicles in First Nations.

6 So, our -- with our -- through our
7 engagement with various communities, you know, we've
8 come to understand the prevalence of these vehicles,
9 the risks they pose, as well as the fact that they're
10 the first vehicles that many people -- many young
11 people operate in these communities, which highlights
12 the importance of ORV safety -- that's off-road
13 vehicle safety -- in fostering safer driving for life.

14 So, again, this is something that
15 requires our attention, and MPI is taking action here
16 through a number of different initiatives.

17 So, shifting our focus now to the most
18 common contributing factors in motor vehicle
19 fatalities. We see here some of the stats that Dr.
20 Hall shared earlier.

21 Just a couple of notes of context for
22 things that usually come up when these -- when we
23 discuss these numbers, and these are things we
24 discussed at the technical conference, but they're --
25 they -- it bears repeating here.

1 So, the first is that speeding includes
2 both driving faster than the posted limit as well as
3 driving too fast for conditions. So, for example, if
4 someone's travelling at 100 kilometres an -- an hour
5 on a highway with a posted limit of 100, but that
6 highway were covered in snow and ice with bad
7 visibility, and that person were involved in a crash,
8 we would code that as having speeding as a
9 contributing factor because speed was a factor even
10 though they weren't going above the posted limit.

11 The second piece of context in
12 interpreting these numbers is that distraction
13 includes both distracted and careless driving. So, in
14 practical terms what that means is that this category
15 includes distraction by a hand-held device, an in-car
16 touch screen, as well as other forms of driver
17 inattention.

18 So, as you can see here -- and I won't
19 reiterate the comments Dr. Hall made earlier -- but
20 distracted and careless driving continues to be the
21 most common contributing factor in motor vehicle
22 collisions followed by driver impairment, speeding,
23 and seatbelt use.

24 So, going into a little bit more detail
25 on each of these contributing factors, you know, over

1 the last several years MPI has conducted considerable
2 on-the-ground research to deepen our understanding of
3 each of these contributing factors.

4 And again, so I won't rehash kind of
5 what Dr. Hall had shared with us earlier, but what I'd
6 like to highlight here is that, you know, we've got
7 findings on each of these four (4) contributing
8 factors that inform all of our initiatives in the ways
9 that Dr. Hall mentioned earlier.

10 What this research actually looked like
11 for us was, first, a study of distracted driving that
12 gave us really valuable information on how distracted
13 driving is most common in Winnipeg, and it's most
14 commonly observed among younger drivers. And that
15 information has helped us to better target a lot of
16 our distracted driving messaging.

17 We've also done research on impaired
18 driving. So, following the national protocol there
19 that's set out by Transport Canada, we found an
20 increase in positive tests for alcohol compared to
21 last time the study was completed in 2016 as well as a
22 really important finding, that people had a lack of
23 awareness about how many drinks it takes them to
24 become impaired.

25 And this finding is something that led

1 directly to the even if it's one (1) or two (2), you
2 know what to do, plan a safe ride home, an impaired
3 driving campaign. And anyone who's watched a Jets
4 game in the last two (2) years should be familiar with
5 that campaign. The messaging there is something that
6 comes right out of this study.

7 We've also studied speeding trends
8 across the province, observing differences in patterns
9 in urban versus rural areas, as well as identifying
10 specific speeding hotspots. Again, these findings are
11 being used to inform our public road safety messaging
12 campaigns as well as in selecting individual locations
13 for the speed display sign program that we'll be
14 talking about a little bit later.

15 And finally, we've also completed
16 research on seatbelt use. So, here we've found that
17 seatbelt use continues to be a problem in rural areas,
18 particularly among younger drivers. And these
19 findings have been used to place a greater focus on
20 seatbelt use with our partners in law enforcement
21 through the Enhanced Enforced Program as well as to
22 develop a more targeted road safety messaging based on
23 the -- where the data's telling us the issue lies.

24 So, we'll finish kind of this overview
25 of road safety in the province with a discussion of

1 the trends we see with respect to vulnerable road
2 users.

3 So, as we all know, vulnerable road
4 users, or -- or VRUs, are at a higher risk for injury
5 and death and motor vehicle collisions and vehicle
6 occupants, and they're faced with unique challenges on
7 our roadways that motorists aren't faced with.

8 So, overall, we see an average of
9 twenty-two (22) VRU fatalities a year with the
10 majority of those being pedestrians. And as I noted
11 earlier, many of those pedestrian fatalities are
12 occurring in First Nations.

13 With respect to cyclists, we see an
14 average of two (2) fatalities every year. And the
15 really important piece of information here is that
16 almost 90 percent of the collisions involving cyclists
17 occur in Winnipeg.

18 So, while I've talked a few times about
19 the importance of a focus on rural areas for many of
20 our road safety issues, when we talk about cyclist
21 safety, that's very much a Winnipeg issue; that's
22 predominantly where we see that problem.

23 And similar to the overall stats on
24 contributing factors for collisions involving
25 cyclists, we see distracted and careless driving as

1 the most frequent contributing factors for those
2 collision types.

3 When we look at those fatal collisions
4 involving motorcyclists, we see some important
5 differences in the contributing factor for a collision
6 based on whether it was a single or a multiple vehicle
7 collision.

8 So, for single vehicle fatal
9 collisions, we see that almost 40 percent have speed
10 as a contributing factor. And you'll recall that
11 speeding is a factor in about 20 percent of fatal
12 collisions overall.

13 So, with those single vehicle
14 motorcycle collisions we see speed being
15 disproportionately a common contributing factor.

16 It's a much different story when we
17 look at multiple vehicle fatal collisions with
18 motorcycles. There we see about half of them have
19 distracted or careless driving as a contributing
20 factor. And that's something that underlines why we
21 put such a heavy focus on looking twice for
22 motorcyclists in our public messaging.

23 And with respect to pedestrians, we see
24 about fifteen (15) pedestrian fatalities every year.
25 Now, pedestrian victims are kind of another area where

1 the urban rural split is really, really important.

2 So, while we see a significant majority
3 of the collisions overall happening within Winnipeg,
4 Winnipeg has less than half of the fatalities. So,
5 Winnipeg has much more collisions but most of the
6 fatalities are actually happening outside of the city.

7 So, I'll now invite my colleague,
8 Patrick Sarginson. He's going to provide an overview
9 of road safety in MPI.

10 MR. PATRICK SARGINSON: Thanks, Bryce.
11 Good morning. I'll be providing that overview of road
12 safety and engagement at MPI.

13 So, this slide has a timeline showing
14 the development and communication of the road safety
15 strategy, but first, I'd like to talk a bit about the
16 framework and guiding principles that inform this
17 strategy.

18 At MPI, we envision a future where
19 Manitoba's traffic fatalities and serious injuries are
20 reduced to zero, understanding that motor vehicle
21 fatalities, injuries, and collisions are preventable.

22 Our mission in the strategy is to
23 reduce fatalities, injuries, and collisions, and the
24 resulting cost to Manitoba ratepayers using a data
25 driven road safety strategy that prioritizes evidence-

1 based initiatives.

2 The goal of the strategy is to see a
3 downward trend in the rates of fatalities and serious
4 injuries from 2022 to 2025 and that that downward
5 trend should exceed the national average reduction
6 rates.

7 The strategy was based around three (3)
8 guiding principles. The first principle is that
9 decisions on road safety initiatives must make sense
10 based on a data-driven understanding of the root
11 causes of traffic fatalities, serious injuries, in
12 Manitoba and the effectiveness of specific initiatives
13 in -- in addressing those root causes.

14 The second principle is that First
15 Nations in Manitoba face unique road safety challenges
16 and that MPI commits to engaging with First Nations to
17 understand and address those challenges.

18 And the third principle is to work
19 towards the continuous improvement of the road safety
20 data ecosystem to support MPI's initiatives and those
21 of external road safety stakeholders.

22 MPI's road safety strategy was
23 developed in 2021 and adopted in 2022. Details were
24 shared at the June '22 Road Safety Technical
25 Conference, in the 2023 General Rate Application

1 hearings, and progress was again discussed in detail
2 at the 2024 Road Safety Technical Conference.

3 As we've heard, the 2024 conference was
4 held on June 10th and 11th with thirteen (13)
5 representatives from a diverse collection of
6 stakeholder organizations as well as MPI and the PUB.

7 In compliance with PUB Order 423,
8 Directive 12-25, MPI conducted a needs assessment
9 survey of stakeholders back in August 2023 on the
10 topics, guidelines, and parameters for future
11 technical conferences.

12 MPI discussed the results of that
13 survey with stakeholders and reported back to the
14 Board on the key findings. We found that most
15 stakeholders supported the continuation of the
16 technical conferences and the majority favoured
17 holding a conference in 2024 with future conferences
18 to follow every two (2) to three (3) years.

19 The agenda and materials for the 2024
20 Road Safety Technical Conference were developed based
21 on the results of the survey and follow-up stakeholder
22 engagement.

23 Topics included: current state of road
24 safety in Manitoba, MPI's road safety strategy,
25 updates on MPI's road safety initiatives, findings

1 from MPI research and analysis, MPI's road safety
2 budget, and a stakeholder roundtable discussion.

3 The conference facilitator who we heard
4 from earlier today provided a summary report on the
5 conference to the Board back in June 2024.

6 So, next I'd like to spend a few
7 minutes talking about MPI's engagement efforts. As
8 you know, I think, MPI works with a large network of
9 road safety stakeholders to enhance its road safety
10 efforts and support the work of other organizations.
11 This engagement is central to the way we approach road
12 safety at MPI.

13 MPI is a member of the Canadian Council
14 of Motor Transportation Administrators which helps to
15 coordinate road safety efforts across provincial,
16 territorial, and federal governments, as well as
17 identifying and addressing merging road safety issues.

18 MPI shares the findings of its research
19 and analysis and identifies opportunities for joint
20 projects through various road safety committees and
21 working groups, such as the MPI External Stakeholder
22 Working Group and another working group on the
23 specific issue of road debris just among others.

24 MPI partners with fourteen (14) law
25 enforcement agencies across the province in support of

1 their road safety activities. And we also work very
2 closely with postsecondary institutions, private
3 industry, training providers, and community groups to
4 educate and train new drivers.

5 MPI collaborates with individual
6 stakeholder organizations, including Bike Winnipeg and
7 CMMG, to develop public road safety messages and
8 community programming.

9 Our road safety team has partnered with
10 First Nations and municipalities throughout the
11 province to develop and deliver programs. The
12 Corporation supports the efforts of other
13 organizations through road safety sponsorships such as
14 Bike Week Winnipeg, MADD Canada, Operation Nose --
15 Operation Nose -- Operation Red Nose, among others.
16 Excuse me.

17 We have partnered with tire retailers
18 across Manitoba for a decade to administer the Winter
19 Tire Financing Program.

20 And finally, MPI has been key in
21 organizing and leading road safety technical
22 conferences along with the PUB which has provided a
23 forum for engagement and discussion of road safety
24 issues and priorities.

25 These engagement efforts and

1 partnerships are the cornerstone of MPI's approach in
2 road safety and the product of strong working
3 relationships developed over many years with our
4 network of stakeholders.

5 I'll now turn the microphone back over
6 to Bryce to provide some more detailed information on
7 the progress of MPI's road safety programs.

8 MR. BRYCE DOELL: Bryce Doell, with
9 MPI. So, thanks, Patrick.

10 So, we'll now move to discussion of
11 MPI's road safety initiatives. We'll provide an
12 overview of all the ways in which MPI works to improve
13 road safety in the province, including a discussion of
14 our Drivers 'Z' Program that my colleague, Nichole
15 Elvebo, will lead.

16 And then we'll finish up by discussing
17 a few new initiatives that MPI has launched since we
18 were last before the Board.

19 So, I'll begin here by sharing with you
20 the various initiatives that MPI has implemented to
21 improve road safety for all road users in the
22 province.

23 So, this a pretty comprehensive list,
24 but even then, it doesn't account for the subject
25 matter expertise provided throughout the Corporation

1 on a regular basis.

2 So, whether that's doing research on
3 something like the Idaho host off (phonetic) for
4 cyclists or working with our driver fitness team that
5 delivers interventions for drivers with a history of
6 collisions or convictions, road safety is intertwined
7 with many, many areas of MPI's operations. And an
8 integrated approach to road safety really is industry
9 best practice.

10 So, the most effective approach is to
11 combine education and training, public awareness and
12 enforcement in a dedicated way. So, to that end, MPI
13 runs several public awareness road safety campaigns to
14 educate the community on safe driving practices.

15 The Corporation also runs the Enhanced
16 Enforcement Program where we work in collaboration
17 with law enforcement to ensure compliance with road
18 safety laws, in Winnipeg schools the Bicycle Education
19 and Skills Training Program; that's the BEST program.
20 It teaches children essentially -- essential cycling
21 skills and safety.

22 Through Drivers 'Z', MPI's high school
23 driver education program, we train the next generation
24 of drivers. And we've also recently expanded driver
25 training for adult learners which we'll speak more

1 about in a short while, as well.

2 We also have a variety of programs
3 targeted at specific road safety issues. So, the
4 Winter Tire Financing Program, for example, helps
5 drivers to equip their vehicles with essential safety
6 equipment for driving in winter conditions.

7 Our funding of the automated licence
8 plate readers is a valuable tool for assisting law
9 enforcement in identifying suspended or uninsured
10 drivers who continue to drive.

11 The Gearing Up Motorcycle Training
12 Program provides a financial incentive for
13 motorcyclists to undergo more advanced training. We
14 also conduct safe driver workshops and the Friends for
15 Life Speaker Series. Those both provide valuable
16 information and personal stories to promote safe
17 driving habits.

18 We also have a slew of programs aimed
19 at cycling and pedestrian safety. So, I already
20 mentioned the BEST program, but there's much more we
21 do.

22 So, MPI sponsors Bike Week Winnipeg and
23 offers bike cycling champion safety courses to promote
24 safe cycling. Cycle Safely Bike Rodeo is a fun and
25 educational event for -- for young cyclists.

1 MPI also provides high visibility gear
2 for pedestrians in First Nations to make it easier for
3 drivers to see them on the road. And then this one's
4 rather timely, but we'll have the Halloween pedestrian
5 promotion coming up shortly to help keep children safe
6 and visible while trick or treating.

7 In addition to all of this, MPI also
8 engaged in a number of community support initiatives
9 and partnerships. So, Patrick mentioned Operation Red
10 Nose. We also are partner in Daughin Ride to often --
11 to offer safe transportation services during the
12 holiday to prevent people from driving impaired.

13 We also partner with MADD Canada for
14 the annual School Assembly Program educating students
15 about the dangers of impaired driving. MPI also runs
16 the New Year's -- or excuse me -- partners with
17 Winnipeg Transit and Brandon Transit for the New
18 Year's Eve Free Ride Programs.

19 We also offer community safety
20 presentations and road safety educational
21 presentations to various groups throughout the
22 province.

23 So, I don't think we'll be going into
24 detail on all twenty (20) something initiatives, but I
25 think it lays a pretty common understanding of the

1 work that MPI does in this area.

2 But I will invite my colleague, Nichole
3 Elvebo, to speak more about Drivers 'Z', which is one
4 (1) of MPI's largest road safety initiatives.

5 MS. NICHOLE ELVEBO: Thank you, Bryce.
6 At MPI, we administer Manitoba's High School Driver
7 Education Program. Our goal is to provide students
8 with an understanding of the rules of the road and to
9 teach them the knowledge and skills to be safe drivers
10 for life.

11 We look to develop a positive traffic
12 safety culture among the students who have training
13 needed to prevent collisions on our Manitoba roadways.
14 The new Drivers 'Z' curriculum was updated and
15 modernized in 2019 and launched as Drivers 'Z', which
16 included both the curriculum updates in our new web-
17 based learning application.

18 The new program was named Drivers 'Z'
19 which rhymes with Driver Ed, but had been updated for
20 the new generation, Gen 'Z', or 'Z', as we would say
21 in Canada.

22 Students age 15 1/2 to 18 are eligible
23 to participate in the Drivers 'Z' Program. The course
24 includes twelve (12) hours of guided self-study
25 through our web-based learning application which

1 occurs prior to the first class; twenty (20) hours of
2 classroom lessons which occur in the Manitoba high
3 school in person; or virtually, using Microsoft Teams;
4 fourteen (14) hours of in-car instruction and
5 observation time; forty-five (45) hours of practice
6 time driving with a supervising driver in car; and a
7 final in-car readiness assessment which is intended to
8 give students feedback prior to taking the road test.
9 Next slide.

10 We measure the success of this program
11 using a number of different key outcomes. One (1) of
12 those key outcomes is the number of course offerings
13 and enrollment of students in those courses.

14 The slide that you're seeing on the
15 screen shows that there was a bit of a dip in
16 2019/2020 during the early years of the pandemic when
17 courses were cancelled due to social distancing.

18 Since then, we have worked to recover.
19 And the number of courses that we offer continues to
20 increase as we work to improve our instructor
21 recruitment and retention.

22 Another important success measure --
23 seen on the next slide -- is the outcomes that we see
24 from our students on both the class 5 knowledge test
25 and the class 5 road test.

1 The chart displays the performance of
2 our students compared with the average MPI customer on
3 their first attempt at the class 5 knowledge test over
4 the past three (3) years. What you'll see is that, on
5 average, our students perform at about a 25 percent
6 higher rate passing the test than the average MPI
7 customer.

8 The next slide shows the road test pass
9 rate which very similarly is strong among our Drivers
10 'Z' students. They pass the road test at
11 approximately 20 percent higher rate than the average
12 Manitoban.

13 These positive results demonstrate that
14 our Drivers 'Z' Program provides effective driver
15 training for Manitoba high school students. Next
16 slide.

17 Over the next fiscal year, we plan to
18 continue strengthening our Drivers 'Z' Program with
19 improvements to instructor recruitment and retention
20 and customer experience.

21 In terms of instructor recruitment and
22 retention, our focus is on meeting the current demand
23 for Drivers 'Z' in rural and remote communities. A
24 number of strategies have been developed and will be
25 implemented this fiscal year, all intended to increase

1 rural course availability.

2 To improve customer experience, we're
3 reviewing the customer's journey through the Drivers
4 'Z' Program, looking at key moments in that journey
5 and identifying opportunities for improvement. This
6 is an important journey not only from a Drivers 'Z'
7 perspective, but from an MPI perspective and it is --
8 as it is many of these customers' first touchpoint
9 with MPI and sets the stage for their future
10 relationship with the organization.

11 The opportunities identified through
12 that review will be actioned with the focus on
13 reducing barriers to enrolling in Drivers 'Z', for
14 Drivers 'Z' students and their families, and improving
15 our students' engagement during the program, ensuring
16 that they continue their participation right through
17 to that final road test readiness assessment.

18 Another key outcome: we'll be looking
19 at our public-facing communications, including our
20 website and our driver's handbook, and ensuring that
21 they meet Manitoba's plain-language accessibility and
22 communications standards.

23 So, in addition to high school driver
24 education, we have a number of adult driver training
25 programs. For more information on that topic, I'll

1 pass the presentation back to my colleague Bryce.

2 MR. BRYCE DOELL: Thanks, Nichole.

3 Bryce Doell again, with MPI.

4 So, over the last two (2) years, MPI
5 has made significant advances in expanding access to
6 driver training for adult learners. So, while the
7 Drivers 'Z' program covers young drivers coming
8 through the school system, MPI has identified a gap in
9 the training available to adults.

10 So, Manitoba's population growth is
11 largely driven by immigration, so most newcomers to
12 Manitoba are adults, not eligible for high school
13 driver education, and many of those individuals face
14 barriers to accessing driver training

15 And there are many Manitobans who have
16 lived here for their whole life but face similar
17 barriers to accessing training, whether that's
18 geography, financial barriers, or cultural barriers.

19 So, MPI has prioritized adult driver
20 training because our data shows that trained drivers
21 require fewer attempts to pass the road test, and that
22 drivers who require fewer attempt to pass a road test
23 have fewer collisions.

24 So, we have a group of people who we
25 know would benefit from training but have historically

1 last -- lacked access to it for a number of reasons.

2 So, acting on that in 2023 and '24, MPI
3 established memoranda of understanding with the
4 University College of the North -- that's UCN --
5 Assiniboine College, and Citizens Bridge to provide
6 low-cost driver training to individuals facing these
7 barriers to training and licensing.

8 So, this model makes a lot of sense for
9 MPI as these organizations already have deep
10 connections in the communities they serve, and they
11 understand how to deliver training among the citizens.
12 And this kind of framework has allowed us really to
13 very quickly ramp up access to driver training in
14 Manitoba.

15 So, I'll switch now to another program
16 that MPI has launched to provide speed display signs
17 to communities facing speeding issues. So ,to reduce
18 speeding in speeding hot spots, MPI lends these speed
19 display signs for five (5) year terms to
20 municipalities, First Nations, and to provincial and
21 federal parks.

22 So, we've identified these locations
23 through the speed study that I mentioned earlier, as
24 well as in consultation with each of the individual
25 communities that we're working with.

1 So, the way the signs work is basically
2 they alert drivers of their current speed and
3 encourage them to travel at the -- at the posted speed
4 limit by flashing a warning at them if they're going
5 above the limit.

6 So, our -- our pilot project that I
7 think Dr. Hall had actually referenced this morning
8 found that the signs were highly effective in reducing
9 the proportion of vehicles speeding by 7.5 percent.
10 So, the really important thing here is that, when
11 we're talking about dozens of these signs operating
12 24/7, that translates into millions of vehicle trips
13 where somebody is encountering one (1) of these
14 devices and being impacted by it.

15 So MPI is really excited about this
16 program and the effect that it's going to have across
17 the -- the province.

18 Another secondary benefit to it as well
19 is the data that we'll collect from these signs. So,
20 from this network of speed display signs, we'll be
21 able to collect data on rates of speeding at various
22 locations throughout the province.

23 That'll help us to better inform our
24 own road safety initiatives, as well as by sharing
25 that information, that'll help other -- other

1 organizations to inform their initiatives as well.

2 So MPI currently provides sixty (60) of
3 these signs with plans to expand the program by up to
4 a hundred and twenty-five (125) additional signs in
5 the next eighteen (18) months.

6 So, we'll now talk about a pedestrian
7 safety program at First Nations. So, as I mentioned
8 earlier on, pedestrian safety is a really significant
9 issue in First Nations. So, while those of us who
10 live and work in Winnipeg are highly attuned to the
11 pedestrian safety issues in our own city, the fact of
12 the matter is that pedestrians and First Nations are
13 at a much higher risk for serious motor vehicle
14 collisions than other parts of the province.

15 So about 40 percent of those killed in
16 motor vehicle collisions in First Nations are
17 pedestrians. And many of these incidents occur
18 between the hours of 6:00 and 9:00 p.m. when
19 visibility is reduced.

20 So, one (1) of the ways that MPI is
21 working to improve road safety for pedestrians and
22 First Nations is by distributing high-visibility
23 pedestrian gear kits. So, these are kits that contain
24 a backpack with front and back reflective material, a
25 reflective toque, rechargeable flashing light clip,

1 and an emergency whistle. And this program builds on
2 a previous pilot that MPI conducted with Peguis First
3 Nation.

4 So, we'll move now to discuss the road
5 -- the road safety budget which will conclude today's
6 presentation.

7 So, in '24/'25, MPI's total road safety
8 budget is 15.1 million with future years set at a
9 similar amount. So, this includes 11.9 million from
10 the Basic line of business, as well as 3.1 million
11 from Extension and SRE.

12 The largest expense type here is for
13 driver training, so that includes many of the things
14 we discussed today: the Drivers 'Z' Program, adult
15 driver training, as well as motorcycle training.

16 And this budget also includes \$5.5
17 million for road safety messaging campaigns and
18 programs, and 2.5 million in departmental expenses.

19 So, I'll speak next about how MPI
20 pursues additional revenue sources to bolster our road
21 safety programs and to provide value to Manitobans.
22 And we're doing that through proposals we put forward
23 to Transport Canada for federal funding through the
24 Enhanced Road Safety Transfer Payment Program. That's
25 a bit of a mouthful, so we call it the ERSTPP.

1 So, the -- basically, the program
2 provides funding to support initiatives that
3 contribute -- contribute to a safe and secure
4 transportation system. So, the program aims to reduce
5 road-related collisions, injuries, and fatalities and
6 encourage harmonization across Canada.

7 So, I can share that MPI has received a
8 decision on its proposals last week, but we have been
9 directed by Transport Canada to -- to refrain from
10 public communication in the matter until the official
11 announcement is forthcoming from Transport Canada.

12 But those funding proposals that MPI
13 put forward were for two hundred and thirty thousand
14 dollars (\$230,000) in funding in support of the Speed
15 Display Sign Program, as well as five hundred and
16 eighty thousand dollars (\$580,000) in support of the
17 First Nations Pedestrian Safety Program.

18 So, these are programs that we're quite
19 excited about, as I'm sure you've gathered, and we're
20 encouraged by the fact that we might be able to
21 provide additional value to Manitobans by securing
22 these funding sources.

23 So that brings us to the conclusion of
24 today's presentation, and I'll turn the floor back
25 over. Thank you.

1 MR. ANTHONY GUERRA: Thank you very
2 much. I have no further questions.

3 PANEL CHAIRPERSON: Thank you.

4 Ms. Moore...?

5

6 CROSS-EXAMINATION BY MS. KARA MOORE:

7 MS. KARA MOORE: Good morning to the
8 panel. I think I've met most of you before, but my
9 name's Kara Moore, counsel for the Public Utilities
10 Board, and I'm going to ask a few questions about your
11 presentation in the Road Safety section of the
12 Application. And I'll just ask my questions to the
13 panel generally, and whoever feels best suited can go
14 ahead and answer.

15 By way of background, do you agree that
16 successful loss prevention and road safety strategies
17 can minimize economic and social costs to ratepayers?

18 MS. MARIA CAMPOS: Yes.

19 MS. KARA MOORE: Thank you. I'll
20 start with asking some questions about the road safety
21 strategy currently in place at MPI.

22 MPI is currently, as -- as you
23 explained in your presentation, operating under the
24 2022 to 2025 Road Safety Strategy?

25 MS. MARIA CAMPOS: That's correct.

1 MS. KARA MOORE: And MPI will be
2 developing a new road safety strategy for 2026 onward?

3 MS. MARIA CAMPOS: That's correct.

4 MS. KARA MOORE: And you've indicated
5 in the Application that, as MPI develops a new road
6 safety strategy, consideration will be given to the
7 2025 Canada Road Safety Strategy Plan as a guide?

8 MS. MARIA CAMPOS: That's correct.

9 MS. KARA MOORE: And -- and that
10 strategy that I just mentioned is created by the
11 Canadian Council of Motor Transport Administrators?

12 MS. MARIA CAMPOS: That's correct as
13 well.

14 MS. KARA MOORE: Thank you. Has MPI
15 begun any preliminary work on developing the new road
16 safety strategy?

17 MR. PATRICK SARGINSON: Patrick
18 Sarginson, for MPI. We are -- we haven't started the
19 process of planning that next strategy. Our -- our --
20 we intend to really take a -- a detailed look at how
21 we performed under the current strategy before taking
22 the step into -- into planning the next one.

23 MS. KARA MOORE: Sure. And those --
24 that planning will begin when?

25 MR. PATRICK SARGINSON: I think, you

1 know, in the -- the last half of the year of 2025 is
2 when we'll start that sort of assessment period and
3 then look to plan out the next strategy I think in
4 2026.

5 MS. KARA MOORE: Thank you. I'll now
6 ask some questions about a few of MPI's road safety
7 initiatives that you've discussed this morning or were
8 included in your application.

9 MPI indicated that it provides support
10 to Safety Services Manitoba to provide off-road
11 vehicle safety presentations to First Nations schools
12 and communities?

13 MR. BRYCE DOELL: Bryce Doell, with
14 MPI. That's correct.

15 MS. KARA MOORE: And off-road vehicle
16 safety was identified as an important road safety
17 issue by Indigenous partners of MPI?

18 MR. BRYCE DOELL: That's correct.

19 MS. KARA MOORE: Thank you. If we
20 could go to Information Request PUB/MPI-1-114. Just
21 scroll down to the question, please.

22 So, MPI in this Information Request was
23 asked how many workshops had taken place to date, how
24 many people participated in each workshop, and how it
25 determines where workshops should take place.

1 If we could scroll down to the answer,
2 to 'B'.

3 So, just to reiterate the -- the answer
4 to provide contest for my questions, MPI indicates
5 that:

6 "The program welcomes participation
7 from all First Nations and
8 communities in Manitoba and
9 interested organizations can call
10 and schedule presentations directly
11 with Safety Services Manitoba."

12 That's all accurate?

13 MR. BRYCE DOELL: Yes.

14 MS. KARA MOORE: Thank you.

15 Additionally, "MPI and Safety Services Manitoba," the
16 last paragraph there:

17 "actively engage in outreach to
18 raise awareness of the presentations
19 amongst First Nations and Indigenous
20 organizations,"

21 correct?

22 MR. BRYCE DOELL: Yes, that's correct.

23 MS. KARA MOORE: Can you just

24 elaborate what does MPI do specifically to raise

25 awareness of these presentations among First Nations

1 and Indigenous organizations?

2 MR. BRYCE DOELL: Certainly. So, MPI
3 has a number of I guess you would call them grassroots
4 connections with First Nations. So, one (1), like,
5 tangible example that might be what you're after, you
6 know, last week we were in Peguis First Nation to
7 launch the Pedestrian Gear Program.

8 So, we've built some grassroots
9 connections with local community leaders there. So,
10 as part of that engagement with the folks in Peguis,
11 we were -- we shared these additional opportunities
12 that we have, one (1) of them being the Off-road
13 Vehicle Safety Workshop.

14 And I'm actually happy to share that as
15 of last Friday, we got that scheduled in for November.
16 So, that's kind of a tangible example where we
17 leverage kind of the connections we have with various
18 First Nations.

19 MS. KARA MOORE: Thank you. And if we
20 could scroll up to the response to 'A'. MPI provided
21 this helpful table that shows the dates that the
22 presentations had taken place, the location, and the
23 number of attendees, and this would have been as of
24 the date that this Information Response was -- was
25 answered.

1 Is MPI able to provide an update to
2 this table so we can have a more accurate idea of the
3 number of people who have participated in these
4 workshops to date?

5 MR. BRYCE DOELL: Yes, we'd be able to
6 provide that. This was, of course, accurate at the
7 time the question was asked.

8 MS. KARA MOORE: Of course, yeah.

9 MR. BRYCE DOELL: I don't have the
10 numbers right in front of me now, but that's certainly
11 something we could provide.

12 MS. KARA MOORE: Okay. Could I ask
13 for that undertaking, Mr. Guerra?

14 MR. ANTHONY GUERRA: Yes, counsel will
15 provide the undertaking.

16

17 --- UNDERTAKING NO. 23: MPI to provide an update
18 to this table so we can have a more
19 accurate idea of the number of
20 people who have participated in
21 these workshops to date

22

23 CONTINUED BY MS. KARA MOORE:

24 MS. KARA MOORE: Thank you. And you -
25 - you just touched on it briefly, but MPI shared both

1 in the 2023 General Rate Application hearing and today
2 about its High Visibility Pedestrian Gear Program, so
3 I'm going to ask a few questions about that.

4 And -- and again, you -- you just
5 shared, but to provide context to this program,
6 provides high visibility gear to pedestrians in First
7 Nations with a goal to reduce pedestrian vehicle
8 collisions. Is that an accurate summary?

9 MR. BRYCE DOELL: Yes, that's
10 accurate.

11 MS. KARA MOORE: And at the time that
12 the General Rate Application was filed MPI indicated
13 that this program would be offered to communities,
14 correct?

15 MR. BRYCE DOELL: That's correct.

16 MS. KARA MOORE: Thank you. And if we
17 could bring up Information Request PUB/MPI-1-115.
18 Thank you, Kristen. If we could scroll down. The
19 question, unfortunately, is not enumerated, but it
20 just asks for a bit more information about this
21 program. You can read it for yourself if you'd like.

22 And if we could go down to the response
23 to 'A', MPI explained that it had extended invitations
24 to three (3) First Nations for phase 1 of the program
25 and, at that time, was confirming participation.

1 Is MPI able to provide an update on
2 this today? Has the program taken place? And how
3 many First Nations have participated?

4 MR. BRYCE DOELL: Yes. So, there's
5 three (3) First Nations that have confirmed
6 participation. As I mentioned on last Monday, we
7 actually delivered the first set of kits to Peguis
8 First Nation. And then this week we have kits being
9 shipped to Berens River, as well.

10 And the third First Nation that's been
11 confirmed to participate is Tootinaowaziibeeng as we
12 have three (3) First Nations that are participating
13 now.

14 MS. KARA MOORE: Great. Thank you.
15 And I appreciate that you can't share details of
16 funding applications, so, just to be clear, I'm not
17 going to be asking about that.

18 But you had indicated in this
19 Information Request response that you had applied for
20 funding under Transport Canada's Enhanced Road Safety
21 Transfer Payment Program to expand this program to all
22 First Nations who would like to participate and, at --
23 at the time, you were waiting for a response.

24 Has MPI began making preparations to
25 market this program to other First Nations in the

1 event that the funding is received prior to receiving
2 a decision?

3 MR. BRYCE DOELL: No.

4 MS. KARA MOORE: Okay. Thank you.

5 I'd now like to ask some questions about MPI's most
6 recent drug and alcohol survey. And so, what you'll
7 see on the screen there is RS appendix 2. If we could
8 go to page 6 of this presentation, please. Or sorry,
9 we're on page 6.

10 So, in the fall of 2022 MPI conducted a
11 voluntary drug and alcohol roadside survey, correct?

12 MR. BRYCE DOELL: Correct.

13 MS. KARA MOORE: And MPI had
14 previously conducted a survey of this nature in 2016?

15 MR. BRYCE DOELL: That's also correct.

16 MS. KARA MOORE: And at the Road
17 Safety Technical Conference MPI presented findings
18 from the 2022 survey?

19 MR. BRYCE DOELL: We did, yes.

20 MS. KARA MOORE: Okay. So, we'll just
21 go over a few of those today. So, if we can go to
22 slide 8 of this presentation. Thank you, Ms.
23 Schubert.

24 The overall proportion of drivers who
25 tested with a positive blood alcohol content on the

1 survey went from .6 percent in 2016 to 3.6 percent in
2 2022, correct?

3 MR. BRYCE DOELL: Yes, that's
4 accurate.

5 MS. KARA MOORE: And the proportion of
6 drivers who tested positive was higher across all age
7 groups?

8 MR. BRYCE DOELL: Yes, that's correct.

9 MS. KARA MOORE: Female drivers were
10 slightly more likely to have a positive blood alcohol
11 content than male drivers?

12 MR. BRYCE DOELL: Correct.

13 MS. KARA MOORE: Thank you. And you
14 mentioned this this morning, but among the people
15 surveyed, the most common reason given for drinking
16 and driving is that most people did not know that they
17 were impaired?

18 MR. BRYCE DOELL: Yes, that's correct.

19 MS. KARA MOORE: In fact, almost half
20 of drivers surveyed did not know how many drinks
21 resulted in a positive blood alcohol content of
22 over .5 percent -- .05 percent?

23 MR. BRYCE DOELL: .05, yes, that's
24 correct. Yeah.

25 MS. KARA MOORE: Thank you. If we

1 could now turn to slide 9. So, while the proportion
2 of drivers who tested with a positive blood alcohol
3 content went up in 2022, the same was not true for
4 drivers who tested positive for one (1) or more drugs;
5 in fact, there was a reduction.

6 So, in 2016 10 percent of drivers
7 tested positive for one (1) or more drugs, and that
8 number slightly decreased to 8 percent in 2022,
9 correct?

10 MR. BRYCE DOELL: Yes, that's correct.

11 MS. KARA MOORE: And of the positive
12 drug results, 61 percent were for cannabis?

13 MR. BRYCE DOELL: Correct.

14 MS. KARA MOORE: And 21 percent were
15 for cocaine?

16 MR. BRYCE DOELL: Correct.

17 MS. KARA MOORE: If we could go to the
18 next slide, please.

19 In response to these survey results and
20 due to legislative changes as of August 2023, MPI now
21 denies third-party liability coverage to impaired
22 drivers?

23 MR. BRYCE DOELL: Correct.

24 MS. KARA MOORE: So, just practically
25 speaking, this means that if an impaired driver causes

1 an accident, they will not have coverage for the
2 expenses associated with damage to other vehicles or
3 property?

4 MR. PATRICK SARGINSON: Yes, that's
5 correct.

6 MS. KARA MOORE: And MPI already
7 denied first-party coverage for impaired drivers? I
8 don't know if that's the proper term.

9 MR. PATRICK SARGINSON: Yeah. First
10 party would be the physical damage to the driver's own
11 -- own vehicle --

12 MS. KARA MOORE: Thank you.

13 MR. PATRICK SARGINSON: -- or the --
14 yeah.

15 MS. KARA MOORE: Also, in response to
16 the findings of this study, MPI provided funding to
17 the Winnipeg Police Service for an enforcement project
18 in January 2024 to identify motorists operating
19 vehicles under the influence of cannabis, correct?

20 MR. BRYCE DOELL: Bryce Doell, with
21 MPI again. Yes, that's correct.

22 MS. KARA MOORE: Thank you. And in
23 that project, 43 percent of drivers tested positive
24 for recent consumption of cannabis?

25 MR. BRYCE DOELL: Correct.

1 MS. KARA MOORE: Do you know what
2 constituted recent consumption for the purposes of
3 this project?

4

5 (BRIEF PAUSE)

6

7 MR. PATRICK SARGINSON: Sorry, could
8 you just repeat that question.

9 MS. KARA MOORE: Sure. Yeah. So,
10 just to provide context, we were talking about the --
11 the Winnipeg Police Service Enforcement Project. And
12 as a result of that project, 43 percent of drivers
13 tested positive for recent consumption of cannabis.

14 So, I was just wondering what is
15 considered 'recent consumption'.

16 MR. PATRICK SARGINSON: Yeah. It's
17 Patrick Sarginson, for MPI. So, the -- the test is an
18 oral fluid test, so it doesn't detect impairment. It
19 just detects the -- the presence of cannabis at some
20 level, but -- but to our -- we -- we don't actually
21 know what that level is.

22 MS. KARA MOORE: Okay.

23 MR. PATRICK SARGINSON: It's -- it's
24 just a sort of presence detected or not detected --

25 MS. KARA MOORE: Okay.

1 MR. PATRICK SARGINSON: -- and then
2 for police to sort of further an investigation, they
3 would have to do further tests and -- and other
4 investigative processes there.

5 MS. KARA MOORE: Sure, but just to
6 clarify, 'recent consumption' doesn't necessarily mean
7 that the person is at that time impaired.

8 MR. PATRICK SARGINSON: No.

9 MS. KARA MOORE: Thank you. And MPI
10 also provided funding to law enforcement agencies
11 toward the Winkler-Morden reciprocal enhancement
12 enforcement, and I understand this resulted in
13 additional check stops during popular festivals in --
14 in either of these towns?

15 MR. BRYCE DOELL: Bryce Doell, with
16 MPI. Yes, that's correct.

17 MS. KARA MOORE: Thank you. And
18 there's also been an increased emphasis on alcohol-
19 impaired driving in MPI advertising and
20 communications?

21 MR. BRYCE DOELL: Yes, that's also
22 correct.

23 MS. KARA MOORE: And MPI is
24 tentatively planning another drug and alcohol roadside
25 survey for 2025 or 2026?

1 MR. PATRICK SARGINSON: That's
2 correct.

3 MS. KARA MOORE: Will it be -- and you
4 may not -- you may not know yet, but will it be
5 largely similar to the studies we've already seen, or
6 do you anticipate making any changes as a result of --
7 of having gone through this a few times?

8 MR. BRYCE DOELL: Yeah. So, it's an
9 excellent question. So CCMTA is currently revising
10 the methodology that MPI follows for these sorts of
11 studies, so it will be consistent in so far as we,
12 again, follow the national standards.

13 But I can't speak to what changes might
14 be happening with those national standards, but we
15 will be following kind of the best practice that's
16 happening elsewhere in Canada.

17 MS. KARA MOORE: Thank you. I'd like
18 to ask some questions regarding a survey that MPI
19 conducted with respect to the Road Safety Technical
20 Conference process. So, if we could look at Road
21 Safety Appendix 1.

22 So, by way of background, in August of
23 2023, MPI invited previous Road Safety Technical
24 Conference attendees and current member organizations
25 of MPI's external stakeholder committee on road safety

1 to an online survey to provide feedback on the
2 Technical Conference process, correct?

3 MR. BRYCE DOELL: That's correct.

4 MS. KARA MOORE: And this survey was
5 conducted in response to a directive issued by the
6 Public Utilities Board in which the Board directed MPI
7 to confer with stakeholders in 2023 to discuss and
8 determine whether a technical conference should be
9 held and what, if any, additional guidelines and
10 parameters the moderator of the technical conference
11 should impose.

12 Is that correct?

13 MR. BRYCE DOELL: That's correct.

14 MS. KARA MOORE: Thank you. And this
15 appendix that's on the screen is a summary of the
16 survey conducted by MPI?

17 MR. BRYCE DOELL: Yes, it is.

18 MS. KARA MOORE: Thank you. If we
19 could go to page 3 -- thank you, Ms. Schubert -- in
20 the top line next to the word 'need' in bold, it says
21 that:

22 "Nine (9) out of ten (10)
23 respondents were in favour of
24 holding another technical
25 conference."

1 You see that?

2 MR. BRYCE DOELL: I do, yeah.

3 MS. KARA MOORE: And in the next
4 paragraph, with respect to timing, six (6) out of
5 eleven (11) respondents preferred for it to be held in
6 2024?

7 MR. BRYCE DOELL: Correct. That's why
8 we held it in 2024.

9 MS. KARA MOORE: And of course it was
10 in fact held earlier this year. Thank you.

11 And in the next paragraph, with respect
12 to frequencies, six (6) of eleven (11) respondents
13 were in favour of holding a technical conference every
14 two (2) years, yes?

15 MR. BRYCE DOELL: Yes.

16 MS. KARA MOORE: And if we could
17 scroll down to page 4 of the report, under the heading
18 'Value of Topic at Conference', so first there's a
19 list of topics that stakeholders answered that they
20 would find most useful. You see that?

21 MR. BRYCE DOELL: I do, yes.

22 MS. KARA MOORE: And we can see that
23 those are, in order, road safety programs and
24 initiatives, current state of road safety in Manitoba,
25 MPI plans and strategies, research and analysis,

1 recent studies, general reporting, and Board-requested
2 analyses?

3 MR. BRYCE DOELL: Yes.

4 MS. KARA MOORE: And stakeholders on
5 the following topics to be the least use -- useful in
6 order: MPI's capital maintenance provision estimates,
7 Driver Safety Rating, rates, and vehicle premium
8 discounts and stakeholder roundtable discussions.

9 MR. BRYCE DOELL: Yes, that's correct.

10 MS. KARA MOORE: Thank you. So, I
11 just have one (1) more area of questioning with
12 respect to the road safety budget, but, given the
13 time, I'm wondering if now would be an opportune time
14 for a break.

15 PANEL CHAIRPERSON: Sure. Let's have
16 a break now. It's 10:24. Back at 20 to 11:00,
17 please.

18 MS. KARA MOORE: Thank you.

19

20 --- Upon recessing at 10:25 a.m.

21 --- Upon resuming at 10:39 a.m.

22

23 PANEL CHAIRPERSON: Ms. Moore...?

24 MS. KARA MOORE: Thank you, Madam
25 Chair.

1

2 CONTINUED BY MS. KARA MOORE:

3 MS. KARA MOORE: As I indicated before
4 the break, my last area of questioning will relate to
5 the road safety budget and expenses.

6 So, if we could start by looking at EXP
7 Appendix 15 and, yeah, just figure 1 at line 17. At
8 line 17 for the 2023/'24 year overall spending for
9 road safety was 10.7 million, correct?

10 MS. MARIA CAMPOS: That's correct.

11 MS. KARA MOORE: And this was 3.6
12 million below what was budgeted?

13 MS. MARIA CAMPOS: That's correct.

14 MS. KARA MOORE: And if we look at
15 line 2 for driver education and improvement still for
16 the 2023/'24 year spending was over 1 million less
17 than what was budgeted?

18 MS. MARIA CAMPOS: Yes, that's
19 correct.

20 MS. KARA MOORE: And this line item
21 would include the administration of the Drivers 'Z'
22 program?

23 MS. MARIA CAMPOS: That's correct.

24 MS. KARA MOORE: Thank you. And so,
25 part of that cost presumably would be in -- in hiring

1 or employing instructors to administer the program
2 throughout the province?

3 MS. NICHOLE ELVEBO: Nichole Elvebo,
4 MPI? That's correct. MPI contracts with Drivers 'Z'
5 instructors to provide Drivers 'Z' training throughout
6 the province.

7 MS. KARA MOORE: Thank you. Are you
8 able to advise how many instructors are engaged in
9 delivering this program?

10 MS. NICHOLE ELVEBO: Today? We're at
11 approximately a hundred and seventy (170) contracted
12 Drivers 'Z' instructors.

13 MS. KARA MOORE: Okay. I'm sorry,
14 I'm going to have a few more questions that might
15 require conferring with your back row there.

16 Are you able to advise how many deliver
17 -- how many instructors rather deliver this program in
18 rural regions of Manitoba?

19

20 (BRIEF PAUSE)

21

22 MR. ANTHONY GUERRA: Counsel, just it's
23 taking a while for us to get that information. So
24 perhaps this is best dealt with by way an undertaking.

25

1 CONTINUED BY MS. KARA MOORE:

2 MS. KARA MOORE: Sure. And I did have
3 a follow-up question. So maybe it can also be
4 captured by the undertaking.

5 But MPI has advised that there's a
6 shortage of instructors in rural regions. So, I was
7 also going to ask what the ideal number of instructors
8 would be. I don't know if that's something you're
9 able to answer right now or if you'd like to respond
10 to that along with the previously given undertaking,

11 MS. NICHOLE ELVEBO: We'll include
12 that information in the undertaking.

13 MS. KARA MOORE: Thank you.

14 MR. ANTHONY GUERRA: Yes. So, the
15 undertaking will be to provide the number of rural
16 driver instructors and the ideal number of road driver
17 instructors?

18 MS. KARA MOORE: Yes, please. Thank
19 you.

20

21 --- UNDERTAKING NO. 24: MPI to provide the number of
22 rural driver instructors and the
23 ideal number of road driver
24 instructors

25

1 CONTINUED BY MS. KARA MOORE:

2 MS. KARA MOORE: Would you say there's
3 a low participation rate in the Drivers 'Z' program in
4 rural regions of the province?

5 MS. NICHOLE ELVEBO: Where we offer
6 courses, the courses tend to run very close to full,
7 if not completely full.

8 MS. KARA MOORE: Okay. Thank you.
9 Ideally, MPI would like to run more courses. If you
10 had the ideal number of instructors, is that accurate
11 to say to?

12 MS. NICHOLE ELVEBO: To meet the
13 current demand for Driver's 'Z' in our rural parts of
14 the province, we would like to have more instructors
15 to assist with delivering Driver's 'Z' to those
16 customers.

17 MS. KARA MOORE: Thank you. So again,
18 I think this is clear from my line of questioning, but
19 in the General Rate Application MPI indicated that
20 there are a considerable number of rural communities
21 with limited or no Driver's 'Z' course availability
22 due to lack of instructor resources.

23 MS. NICHOLE ELVEBO: That's correct.

24 MS. KARA MOORE: And I apologize, I
25 know I said I'd be asking budgeting questions and now

1 we're shifting away from that a little bit, but this
2 will be quick. And so, Kristen, if I could ask you to
3 bring up PUB 1-12.

4 In response to -- and you can --
5 yeah, if you can just review the question. So, the
6 Public Utilities Board made an Information Request of
7 MPI to provide details about the strategies that MPI
8 was considering to address these recruitment and
9 retention issues that we've been discussing.

10 And if we could scroll down to the
11 response, MPI's provided here a list of the strategies
12 that it's -- that it's considering or that it's
13 actively working on.

14 Has MPI seen any results from these
15 strategies yet? In fairness to you, at the end of
16 this answer, it does say that you anticipate seeing
17 the result in the beginning of spring 2025. So, I see
18 that that's your answer, but I am curious if -- if
19 anything's changed or if you have an update today.

20

21 (BRIEF PAUSE)

22

23 MS. NICHOLE ELVEBO: Can I get you to
24 restate the question?

25 MS. KARA MOORE: Oh, sure. So, I was

1 just asking in -- in response to this Information
2 Request you listed or MPI listed a number of
3 strategies that it was implementing to deal with this
4 -- this issue with the lack of Drivers 'Z' instructors
5 in rural Manitoba.

6 And so, I was just wondering whether
7 MPI has seen any results from these strategies yet.

8 MS. NICHOLE ELVEBO: I can confirm
9 that we are starting to see some early results of
10 these strategies. We have had recently a number of
11 additional instructors or potential instructors
12 express interest in becoming a contracted Driver's 'Z'
13 instructor with MPI.

14 The process to both permit and educate
15 those instructors and get them ready to provide
16 Driver's 'Z' instruction is a longer one, which is why
17 you see that we expect to see some results of these
18 efforts by spring 2025.

19 Another item that we think is driving
20 some really good results came out of the consultation
21 with the Driver's 'Z' instructor community. One (1)
22 of the key factors that they identified had to do with
23 the hourly rates that they're paid. And we have
24 recently made some announcements increasing that
25 hourly rate pay to become more competitive with the

1 open market and to include a rate specifically
2 targeting as southern rural Manitoba. Previously we
3 had a rate structure for Northern Manitoba and
4 Southern Manitoba, and we've expanded that to include
5 a third rate specifically looking at that southern
6 rural area.

7 MS. KARA MOORE: Thank you. If we
8 could go back to EXP Appendix 15 figure 1 that we were
9 just looking at. So, if we could look at line 9
10 actual spending for vulnerable Road user education
11 strategies was 1.3 million less than what was forecast
12 in the 2024 GRA.

13 MS. NICHOLE ELVEBO: Sorry, my
14 apologies. Can you repeat that, please?

15 MS. KARA MOORE: Certainly. So, I'm
16 looking at Line 9 and again for the 2023/'24 year.
17 So, the -- the very last set of columns in this table,
18 actual spending for vulnerable Road user education
19 strategies was 1.3 million less than what was forecast
20 in last year's General Rate Application?

21 MS. MARIA CAMPOS: That's correct.

22 MS. KARA MOORE: So MPI had forecast
23 spending 1.6 million in this area and only spent three
24 hundred thousand (300,000)?

25 MS. MARIA CAMPOS: Yes, that's

1 correct.

2 MS. KARA MOORE: Thank you. MPI has
3 explained and I can bring you to -- well, I will bring
4 you to a reference shortly, but MPI has explained that
5 the variation in actual versus budgeted spending for
6 vulnerable road users was due to a communication error
7 during the budget setting process.

8 MS. MARIA CAMPOS: Yes, that's
9 correct.

10 MS. KARA MOORE: And if we could pull
11 up PUB/MPI 2-51 question 'A', MPI was asked to
12 elaborate on the nature of the communication error.
13 And if we could scroll down to the response, I'll just
14 let you review it.

15

16 (BRIEF PAUSE)

17

18 MS. KARA MOORE: You've had a chance
19 to review?

20 MS. MARIA CAMPOS: Yes, I have.

21 MS. KARA MOORE: Thank you. So just
22 confirming that MPI explained that the spending
23 forecast for vulnerable road user strategies should
24 have been made to other line items in the budget?

25 MS. MARIA CAMPOS: That's correct.

1 MS. KARA MOORE: Specifically, the
2 spending should have been attributed to the driver
3 education budget and occupant restraints budget?

4 MS. MARIA CAMPOS: That's correct.

5 MS. KARA MOORE: Thank you. And if I
6 could pull up figure EXP 40 from last year's General
7 Rate Application. And specifically, the paragraph
8 underneath this table. I'll read it in.

9 "Overall road safety and loss
10 prevention expenses are
11 approximately 3.9 million higher
12 when 2022/'23 actual is compared to
13 2023/'24 forecast. The primary
14 driver of this increase relates to
15 1.4 million for vulnerable road user
16 education strategies directed at
17 improving pedestrian cyclists and
18 motorcycle rider road safety and an
19 expected 1.2 million increase
20 related to the driver education and
21 improvement related to adult
22 driving."

23 So, the increase in spending for driver
24 education and improvement and vulnerable road user
25 education strategies was communicated to the Public

1 Utilities Board in last year's Application?

2 MS. MARIA CAMPOS: Yes, that's
3 correct.

4 MS. KARA MOORE: At what point did
5 priorities change and the Corporation decided it was
6 not going to spend all 1.4 million on communication
7 initiatives targeting vulnerable road users?

8

9 (BRIEF PAUSE)

10

11 MS. MARIA CAMPOS: My apologies. Can
12 I ask you to repeat the question?

13 MS. KARA MOORE: Yes. So, we had
14 reviewed the Information Request where there's
15 reference to a communication error. We're now
16 reviewing this narrative from the 2024 General Rate
17 Application. And I read that into the record.

18 And then my question was: At what
19 point did priorities change and the Corporation
20 decided that it was not going to spend all 1.4 million
21 on communication initiatives targeting vulnerable road
22 users?

23 MS. MARIA CAMPOS: So, the change from
24 the one year to the next was based on an overall
25 reduction to the operating expenses for the

1 Corporation.

2 MS. KARA MOORE: Thank you. If we
3 could look at figure EXP 44, that's from this year's,
4 General Rate Application.

5 This is a comparison of the 2023/'24
6 actual expenses with the budgeted expenses for
7 2024/'25 for Road Safety and Loss Prevention Program
8 costs, correct?

9 MS. MARIA CAMPOS: That's correct.

10 MS. KARA MOORE: Thank you. And
11 looking at line 17, MPI is now forecasting expenses,
12 totalling 11.9 million in 2024/'25?

13 MS. MARIA CAMPOS: That's correct.

14 MS. KARA MOORE: And that's an
15 increase of 1.1 million from the 2023/24 actual
16 expenses?

17 MS. MARIA CAMPOS: That's correct.

18 MS. KARA MOORE: And the majority of
19 the increases appear to be in driver education and
20 vulnerable road user program spending.

21 MS. MARIA CAMPOS: Just to add some
22 clarity, correct, we are forecasting our base budget
23 for '24/'25 at 1.14 million more than the previous
24 year. But I will note that and I believe it was
25 subject to an Information Request and a response that

1 the budget that was allocated to the vulnerable road
2 user education strategy was incorrectly stated and
3 should have been primarily under the driver education
4 and improvement budget.

5 MS. KARA MOORE: Okay. So, line 17 is
6 -- remains accurate, however, items within the table
7 should have been reconfigured?

8 MS. MARIA CAMPOS: That's correct.

9 MS. KARA MOORE: Thank you. So, with
10 respect to the increase in driver education spending,
11 does this reflect the higher level of participation
12 that MPI hopes to see in the Driver's 'Z' program in
13 rural areas in terms of instructors?

14 MS. NICHOLE ELVEBO: That's correct.

15 MS. KARA MOORE: Thank you. Looking
16 at line Item 5, occupants safety education strategies,
17 why is MPI planning to spend less in this area?

18

19 (BRIEF PAUSE)

20

21 MS. MARIA CAMPOS: Maria Campos, for
22 MPI. I'm just going to refer back to PUB 150. So
23 that's the IR where the response that was provided in
24 there. And I can restate it on the record.

25 So, the actual spending was lower than

1 forecasted because of -- pardon me. The actual
2 spending was higher than forecasted because of greater
3 than expected demand for MPI's automated license plate
4 reader. So, the reduction that you see for the
5 '24/'25 is because of the one-time costs that were
6 included in the '23/'24 budget year.

7 MS. KARA MOORE: Thank you. Sorry,
8 Ms. Schubert, I know you only just got that
9 Information Request up. If we could go back.

10 Looking at line 6, there is a
11 relatively modest spending budget for auto crime
12 prevention strategies.

13 What is MPI contemplating here?

14

15 (BRIEF PAUSE)

16

17 MS. MARIA CAMPOS: Subject to check,
18 my understanding is that this is the leftover
19 amortization for the mobilization program.

20 MS. KARA MOORE: Thank you. If we
21 could return to EXP Appendix 15, figure 1. We've
22 already looked at a couple of times.

23 From reviewing this figure, do you
24 agree that MPI's actual road safety spending has been
25 consistently below budget for the last five (5) years?

1 MS. MARIA CAMPOS: Yes, I would agree.

2 MS. KARA MOORE: If we could turn now
3 to figure EXP -- sorry, the next page. Yeah. 15-2.

4 This is a comparison of the forecasted
5 budgets for road safety and loss prevention programs
6 from the 2024 General Rate Application to this year.
7 The forecast budget for the years 2024/'25 through to
8 2027/'28 is marginally lower than what was forecast
9 last year, correct?

10 MS. MARIA CAMPOS: That's correct.

11 MS. KARA MOORE: And for each year,
12 most of the reduction in program expenses are for the
13 driver education and improvement programs and impaired
14 driving prevention strategies.

15 Can you explain why these programs are
16 seeing a reduction in expenses?

17

18 (BRIEF PAUSE)

19

20 MS. NICHOLE ELVEBO: Nichole Elvebo,
21 MPI. So, the road safety funding -- or underspend is
22 generally related two (2) things: Our lack of
23 instructors in rural Manitoba and also our inability
24 to fill our seats up to what, prior to the
25 introduction of the Driver's 'Z' program was -- or the

1 Driver's 'Z' curriculum was around ten thousand
2 (10,000) students per year. We're continuing to build
3 back up to that level.

4 MS. KARA MOORE: Thank you. Okay.
5 So, we also see looking at this figure, we also see a
6 reduction in departmental expenses. Yes? That's --
7 sorry, line 16 for your reference.

8 MS. MARIA CAMPOS: Yes, that's
9 correct.

10 MS. KARA MOORE: And I can -- I can
11 bring you to various references or you can take my
12 word for it.

13 But, in last year's General Rate
14 Application, as well as this year's through the
15 Information Request process, MPI in both years
16 explained that there were 22 FTEs being full-time
17 equivalent staff members dedicated to road safety.

18 So that number has not changed, correct

19 MS. MARIA CAMPOS: Yes, that's
20 correct.

21 MS. KARA MOORE: I'm not trying to
22 trick you. Just trying to save some time here.

23 So, given that there is not a decrease
24 in FTEs contemplated for road safety, what is the
25 reduction in forecasted expenses for departmental

1 expenses?

2

3

(BRIEF PAUSE)

4

5

MS. MARIA CAMPOS: My apologies.

6

Maria Campos, MPI. It's not clear to me this time. I

7

don't have the detailed level and so we can follow up

8

with your answer to your question.

9

MS. KARA MOORE: Yeah. Perhaps, Mr.

10

Guerra, if we could have that response by way of

11

undertaking.

12

MR. ANTHONY GUERRA: Yes, Counsel.

13

14

--- UNDERTAKING NO. 25: Given that there is not a

15

decrease in FTEs contemplated for

16

road safety, MPI to advise what is

17

the reduction in forecasted expenses

18

for departmental expenses

19

20

CONTINUED BY MS. KARA MOORE:

21

MS. KARA MOORE: Thank you. If we

22

could go back to -- Oh, nope, we're on the correct

23

figure. Sorry.

24

Can you advise where MPI is tracking

25

its spending with respect to distracted driving

1 initiatives?

2

3

(BRIEF PAUSE)

4

5

MS. KARA MOORE: Put differently -- it
6 might be an easier question is: How much is MPI
7 spending on distracted driving within this budget?

8

MS. MARIA CAMPOS: Just point to line
9 14 on the table that is up on screen. So that has our
10 cell phone distracted driving advertising campaign
11 budget.

12

MS. KARA MOORE: Would that -- but
13 would that line item include all of the distracted
14 driving initiatives?

15

MS. MARIA CAMPOS: So, there wouldn't
16 be one standalone number that we would have. We would
17 see obviously costs that have been earmarked under
18 line 14. We would have some costs associated with
19 enhanced enforcement, and then it would be interwoven
20 potentially with driver's education and improvements
21 as well. So, there isn't one segregated number that
22 we can provide for the record.

23

MS. KARA MOORE: Okay. Thank you.
24 And with respect to this figure -- and -- and if we
25 scroll up, Figure 1 has MPI updated these figures, or

1 are these the most current versions?

2

3

(BRIEF PAUSE)

4

5 MS. MARIA CAMPOS: Thank you. These
6 are the most updated figures right now. We are in the
7 process of updating our submission, which will go to
8 the government for the budgetary process.

9 MS. KARA MOORE: Thank you. And, Ms.
10 Schubert, if you could just, sorry, go back down to
11 Figure 2.

12 Given the historical variances between
13 the budgeted and actual spendings that we see here,
14 how confident is MPI that it will be able to adhere to
15 the 2024/'25 budget?

16 MS. MARIA CAMPOS: What I can say is
17 -- and you've heard the panel and myself speak about
18 the importance of road safety and the allocation of
19 funding in order to prevent lost lives and
20 catastrophic injuries -- our goal would be to spend to
21 budget that's been forecasted here.

22 And we recognize that we've had some
23 previous years where we've had some lapsing funds, if
24 I can use that language. And that has been for
25 obviously a variety of reasons, but we are, I would

1 say, fairly confident without knowing what the rest of
2 the year will look like and that, again, the strategy
3 and the goal will be to provide funding to the areas
4 that are relevant through our data informed decision-
5 making to be able to improve road safety for Manitoba.

6 MS. KARA MOORE: Thank you very much,
7 Madam Chair. Those are my questions.

8 PANEL CHAIRPERSON: Thank you.

9 Mr. Klassen...?

10 MR. CHRIS KLASSEN: Thank you, Madam
11 Chair.

12

13 CROSS-EXAMINATION BY MR. CHRIS KLASSEN:

14 MR. CHRIS KLASSEN: Good morning to
15 MPI's witnesses. My name is Chris Klassen. I'm here
16 for the Manitoba branch of the Consumers' Association
17 of Canada.

18 As Ms. Moore's questions, mine will
19 also be directed to the panel. Mr. Doell, I expect
20 you'll be best placed to answer most of them, but
21 again, others are welcome to chime in also.

22 MPI will confirm that it's nearing the
23 end of the -- the term of its current 2022 to 2025
24 road safety strategy, correct?

25 MS. MARIA CAMPOS: That's correct.

1 MR. CHRIS KLASSEN: And plans to adopt
2 a new strategy in 2025 or '26 in order to guide its
3 efforts from 2026 and onwards, correct?

4 MS. MARIA CAMPOS: That's correct.

5 MR. CHRIS KLASSEN: And I believe, Mr.
6 Sarginson, you indicated this morning that MPI plans
7 to begin developing that new strategy in the last half
8 of 2025, correct?

9 MR. PATRICK SARGINSON: Yeah, that's
10 correct.

11 MR. CHRIS KLASSEN: Thank you. And I
12 wonder if MPI would accept that including stakeholder
13 and consumer views in the development of that strategy
14 would add value to the planning process?

15 MR. PATRICK SARGINSON: Yes,
16 absolutely.

17 MR. CHRIS KLASSEN: And can MPI
18 provide any updates on how it plans to invite and
19 include stakeholders, consumers, or customers into its
20 development of the next road safety strategy?

21 MR. PATRICK SARGINSON: So, at this
22 point in time, I don't think we have detailed plans
23 developed, but I can assure the members present here
24 today that -- that is really something at the centre
25 of what we want to do with the next strategy is -- is

1 bring all of our stakeholders into that consultation
2 process. We just don't have a detailed plan at this
3 point in time since it is a number of months into the
4 future yet.

5 MR. CHRIS KLASSEN: Understood, and
6 we'll certainly share that with our clients. Thank
7 you.

8 Mr. Doell, or perhaps Ms. Campos,
9 you'll confirm that MPI's Road Safety and Loss
10 Prevention Department does not enjoy unlimited
11 financial resources, correct?

12 MS. MARIA CAMPOS: That's correct.

13 MR. CHRIS KLASSEN: And that implies
14 that choices need to be made in order to determine how
15 to spend your budget, correct?

16 MS. MARIA CAMPOS: Correct.

17 MR. CHRIS KLASSEN: And would you
18 agree that the purpose of MPI's Road Safety Strategy
19 is to provide the department with guidance so that
20 those choices can be principled and oriented toward
21 fulfilling your mandate?

22 MS. MARIA CAMPOS: Yes, that's
23 correct.

24 MR. CHRIS KLASSEN: You'll confirm
25 that MPI is current. The 2022 to 2025 Road Safety

1 Strategy was presented to this board for the first
2 time in the 2023 GRA, which took place in 2022,
3 correct?

4 MS. MARIA CAMPOS: Yes. That's my
5 understanding.

6 MR. CHRIS KLASSEN: And you'll confirm
7 that that strategy, being the 2022 to '25 strategy,
8 identified three guiding principles, correct?

9 MS. MARIA CAMPOS: Correct.

10 MR. CHRIS KLASSEN: Ms. Schubert, if
11 you could take us to Road Safety, Appendix 6, please.
12 And I'll ask the panel to confirm that this was one of
13 the slide decks presented to stakeholders at the June
14 2024 Road Safety Technical Conference, correct?

15 MR. PATRICK SARGINSON: Yes, that's
16 correct.

17 MR. CHRIS KLASSEN: And, Ms. Schubert,
18 if we go to page 2, we see these guiding principles at
19 the bottom of the screen before us, correct?

20 MR. PATRICK SARGINSON: Correct.

21 MR. CHRIS KLASSEN: And from my
22 perspective, no need to go word for word, Mr.
23 Sarginson, but you'll agree in general that the first
24 guiding principle expresses a commitment on the part
25 of MPI to data-driven decision-making and effective

1 initiatives addressing root causes of fatalities and
2 serious injuries, correct?

3 MR. PATRICK SARGINSON: Yes, correct.

4 MR. CHRIS KLASSEN: And the second
5 acknowledges unique challenges faced by First Nations
6 in Manitoba related to road safety, correct?

7 MR. PATRICK SARGINSON: Yes, correct.

8 MR. CHRIS KLASSEN: And the third is a
9 commitment to improving MPI's data ecosystem, correct?

10 MR. ANTHONY GUERRA: Yes.

11 MR. CHRIS KLASSEN: And can we take
12 the term 'data ecosystem' to refer to MPI's practices
13 related to collection, storage, management, use, and
14 sharing of road safety data?

15 MR. PATRICK SARGINSON: I think that's
16 fair. Yeah.

17 MR. CHRIS KLASSEN: Thank you. Just
18 wanted to clarify your understanding of the term.

19 MR. PATRICK SARGINSON: If I -- if I
20 maybe could expand just a little bit more to say that
21 there's -- it's not just MPI's data, right? There's a
22 lot of research that we do, and data is provided by a
23 number of different parties and stakeholders. So,
24 we're looking at all of that, and that's what I would
25 think we mean by the road safety data ecosystem.

1 MR. CHRIS KLASSEN: I understand.
2 Thank you, and I appreciate the explanation. I'll
3 leave more detailed questions on that topic to My
4 Friend Ms. Meek.

5 I don't think we need to go there, but
6 if -- Mr. Sarginson, if you turn your mind back to the
7 four (4) key contributing factors identified on slide
8 eight of your presentation, can the Public Utilities
9 Board take those four (4) key factors to be the root
10 causes identified in the guiding principles before us?

11 MR. PATRICK SARGINSON: Yes. I think
12 that's -- that's fair. I think that these are the
13 biggest -- the -- the biggest causal factors that we
14 see in collisions. There may be others that we sort
15 of uncover through our analysis, but these are the
16 biggest ones.

17 MR. CHRIS KLASSEN: And again, as --
18 as indicated by that -- that guiding principle MPI has
19 identified these root causes of fatalities and serious
20 injuries as an area of focus according to its Road
21 Safety Strategy?

22 MR. PATRICK SARGINSON: That's
23 correct.

24 MR. CHRIS KLASSEN: And based on your
25 presentation this morning, I believe we can take the

1 unique challenges facing First Nations as another area
2 of focus for MPI. I believe that's on slide 7.

3 MR. PATRICK SARGINSON: Yes.

4 MR. CHRIS KLASSEN: And focus on rural
5 areas at slide 6?

6 MR. PATRICK SARGINSON: Yes.

7 MR. CHRIS KLASSEN: And though not
8 presented as a -- a focus, using that word
9 specifically, you'll agree that MPI's presentation
10 also identified vulnerable road users as an area of
11 focus for MPI again at slide 10?

12 MR. PATRICK SARGINSON: Yes indeed.

13 MR. CHRIS KLASSEN: You'll confirm,
14 and we can take you to a reference if needed, that
15 it's on the record of this proceeding that it is MPI's
16 position that the Corporation is currently meeting its
17 mission of making roads safer, correct?

18 MR. PATRICK SARGINSON: Yes.

19 MR. CHRIS KLASSEN: Thank you. Ms.
20 Schubert, if you could take us to a reference from the
21 2023 GRA, being the Loss Prevention chapter, section 3
22 at page 14 out of 15. And we're going to go right to
23 the bottom of the page at line 20.

24 I'll ask you to confirm that the text
25 on the screen indicates that the success of MPI's Road

1 Safety Strategy will be evaluated based on whether it
2 is able to achieve the goal of downward trends for the
3 rates of fatalities and serious injuries in Manitoba
4 from 2022 to 2025 that exceed the rates of the
5 national average, correct?

6 MR. PATRICK SARGINSON: Yes, that's
7 the goal.

8 MR. CHRIS KLASSEN: We heard in your
9 presentation this morning that Manitoba's fatality
10 rate exceeds the national average, correct?

11 MR. PATRICK SARGINSON: Correct.

12 MR. CHRIS KLASSEN: Regarding downward
13 trends, however, I'd suggest that on the screen before
14 you, is it MPI's position that fatalities and serious
15 injuries in Manitoba are trending downward at a faster
16 rate than the national average?

17

18 (BRIEF PAUSE)

19

20 MR. BRYCE DOELL: Bryce Doell, with
21 MPI. Can I just ask you to repeat the question just
22 to make sure we give you the appropriate answer?

23 MR. CHRIS KLASSEN: Of course. The
24 question was whether or not it's MPI's position that
25 fatalities and serious injuries in Manitoba are

1 trending downward at a faster rate than the national
2 average.

3 MR. BRYCE DOELL: Bryce Doell, with
4 MPI. So -- yeah. So, I think you're referring to
5 slide 5 from today's presentation, which would show
6 both Manitoba and Canada seeing an uptake in fatal
7 collisions in 2022. And while the national stats are
8 still being collected, it appears it'll be something
9 similar that happens in 2023.

10 So, on that basis, in the first two (2)
11 years of the strategy, we haven't seen a decrease that
12 exceeds the rate of the national average. So, within
13 that specifically defined goal, I would say that's
14 accurate.

15 I think the important thing to also
16 note when we're talking about, you know, goals and the
17 success of MPI's road safety activities is that we're
18 also comparing it to a counterfactual where MPI's --
19 none of MPI's road safety programs or initiatives
20 existed.

21 So, to address that, we look at the
22 success of individual programs. And when we do that,
23 we do see that MPI's road safety initiatives are
24 making a difference. So, it's -- it's a bit of a
25 complex answer to really explain the totality of it,

1 but I think that kind of addresses what you're after.

2 MR. CHRIS KLASSEN: It does, and I
3 appreciate the explanation, Mr. Doell. And perhaps it
4 takes us nicely into our next area of questioning.

5 Will you agree that it's important for
6 MPI to clearly identify the intended outcomes of any
7 road safety strategy or intervention before it's
8 implemented?

9 MR. BRYCE DOELL: Yes. I would agree
10 with that statement.

11 MR. CHRIS KLASSEN: And you'll agree,
12 sir, that the reasons for this might include, for
13 example, assessing results against the intended
14 outcomes can help determine whether the project should
15 be repeated?

16 MR. BRYCE DOELL: Yes. That'd be one
17 reason why you would set such objectives.

18 MR. CHRIS KLASSEN: Or whether
19 modifications are required in order to improve
20 results?

21 MR. BRYCE DOELL: Yes, that's also
22 fair.

23 MR. CHRIS KLASSEN: And more
24 generally, for assessing whether projects or
25 interventions can be considered by MPI to have been

1 successful, correct?

2

3

(BRIEF PAUSE)

4

5

MS. MARIA CAMPOS: Maria Campos.

6

Sorry, can I ask you to repeat the question, please?

7

MR. CHRIS KLASSEN: Of course. The

8

question was simply that one reason that it might be

9

important for MPI to identify objectives or intended

10

outcomes before implementing a strategy or a road

11

safety project might be in order to assess whether or

12

not the strategy or project could be considered

13

successful.

14

MS. MARIA CAMPOS: Yes, I would agree

15

with that, but I'll add that, obviously, MPI is but

16

one (1) corporation and organization that is involved

17

in road safety in Manitoba.

18

And so the importance of reviewing data

19

and -- and outcomes -- obviously over the long term,

20

we want to make sure that we've got a good data set

21

and a good baseline -- is to ensure that it helps

22

inform our decision making on where funding is

23

allocated, but also to help our partners so that we

24

can come together as a collective to be able to

25

determine where best the province can position itself

1 as a whole in order to be able to impact road safety
2 in a positive way.

3 MR. CHRIS KLASSEN: Ms. Schubert, can
4 you take us to slide 5 of this morning's presentation?
5 Thank you.

6 And I'll direct the panel's attention
7 to the second bullet on the left, which states that
8 Manitoba's casualty rate has historically been lower
9 than Saskatchewan. Do we see that on the screen?

10 MR. BRYCE DOELL: Bryce Doell, with
11 MPI. Yes. That's the slide 5 it's referred to.

12 MR. CHRIS KLASSEN: Thank you. And
13 next, the -- the sub-bullet under the text that I just
14 read indicates that Saskatchewan is a useful benchmark
15 because of a similar divide in urban and rural
16 population, correct?

17 MR. BRYCE DOELL: That's correct. And
18 the reason that's relevant, I think I mentioned in my
19 speaking notes, was because collisions that happen in
20 rural areas tend to be much more severe than those-
21 that happen in urban areas.

22 So, to account for that difference,
23 Saskatchewan is a more useful benchmark for us than
24 say Ontario, which has population density in major
25 urban centres in Southern Ontario, for example.

1 MR. CHRIS KLASSEN: And thank you for
2 that, Mr. Doell. And so, recognizing that
3 Saskatchewan is a useful benchmark for the purposes of
4 comparing data, my question to you is whether MPI also
5 considers MPI and Saskatchewan General Insurance more
6 specifically as a useful benchmark for the purposes of
7 comparing road safety, initiatives projects or
8 budgets?

9

10 (BRIEF PAUSE)

11

12 MR. BRYCE DOELL: Yeah. So, in many
13 respects, MPI is similar to SGI. You know, not in
14 every respect certainly, but in many respects, we're -
15 - we're certain in the way we approach roads -- or,
16 excuse me, similar in the way we approach road.

17 MR. CHRIS KLASSEN: Thank you. And
18 more specifically. Mr. Doell, does your department
19 have any formal or regularized process for
20 benchmarking or comparing your activities or your
21 budget to those of your Crown insurer peers?

22 MR. BRYCE DOELL: So, you'll have to
23 forgive me. I don't know precisely where it is in the
24 Rate Application -- I believe it's in the Benchmarking
25 section -- but there is an annual comparison of MPI

1 compared to SGI and ICBC in road safety spending.

2 MR. CHRIS KLASSEN: And I appreciate
3 that with respect to spending, Mr. Doell.

4 In terms of your operations, do you
5 take the next step of comparing the specific projects
6 that you do to -- to equivalent projects elsewhere for
7 the purpose of potentially identifying opportunities
8 to learn from experience in other provinces?

9 MR. BRYCE DOELL: So, the way that MPI
10 learns about road safety work being done in other
11 jurisdictions, including SGI, the primary -- primary
12 way -- primary, excuse me, way we would do that is
13 through the Canadian Council of Motor Transportation
14 Administrators.

15 So that's a body that's composed of the
16 various provinces and territories as well as Transport
17 Canada, where all the jurisdictions share the road
18 safety activities that they're doing, research
19 findings, and then coordinate activities as well, the
20 -- the impaired driving study being a good example of
21 that, where there's that coordination and alignment
22 across jurisdictions.

23 MR. CHRIS KLASSEN: Thank you. We'll
24 move now into a brief discussion of some of the more
25 specific road safety interventions that MPI has

1 described in its materials.

2 And I don't think we need to go to a
3 reference right now, but you'll confirm, Mr. Doell,
4 that MPI's Application describes a project called the
5 Winnipeg Variable Message System Deer Awareness
6 Campaign, correct?

7 MR. BRYCE DOELL: That's correct.

8 MR. CHRIS KLASSEN: And you'll confirm
9 that this program involves MPI providing funding to
10 rent mobile message boards, which are then rotated
11 among higher risk locations for wildlife collisions in
12 Winnipeg, correct?

13 MR. BRYCE DOELL: That's correct.

14 MR. CHRIS KLASSEN: And you'll confirm
15 that MPI's analysis shows that a common response among
16 drivers to seeing these signs is to reduce their
17 speed, correct?

18 MR. BRYCE DOELL: That's correct,
19 yeah. The purpose of the program is to reduce speed
20 and increase awareness of wildlife in the area.

21 MR. CHRIS KLASSEN: You'll confirm,
22 sir, that MPI has provided this funding annually since
23 2019?

24 MR. BRYCE DOELL: Yes, that's correct.

25 MR. CHRIS KLASSEN: Thank you. You'll

1 confirm that it was MPI's evidence presented this
2 morning, I believe, as well as at the Technical
3 Conference, that 83 percent of motor vehicle deaths in
4 Manitoba take place in rural areas, in communities
5 other than Winnipeg, correct?

6 MR. BRYCE DOELL: Yes, that's correct.

7 MR. CHRIS KLASSEN: And so, with --
8 with this statistic in mind, Mr. Doell, I'll ask you
9 to confirm that the project we're talking about, the
10 Winnipeg Variable Message System Deer Awareness
11 Campaign, is implemented for -- for two (2) purposes,
12 one being safety and the other being lowering claims
13 costs, correct?

14 MR. BRYCE DOELL: So, like all of
15 MPI's road safety initiatives, our road safety
16 projects are based on the idea that we want to reduce
17 fatalities and serious injuries. It's in the strategy
18 that Patrick mentioned today, and it's been a pretty
19 common through point for a lot of our discussions.

20 And I think it's important distinction
21 to make that our decisions are made based on
22 preventing fatalities and serious injuries. As a
23 consequence of that, there will be reduced claims
24 costs. But I think that's a very important line to
25 draw that the claims cost being reduced are a

1 consequence of road safety activities.

2 MR. CHRIS KLASSEN: Thank you. Ms.
3 Schubert, if you could take us to CAC/MPI-1-99,
4 please, at page 5. And if you go down -- yeah.

5 So, we're just looking at back to where
6 you were -- sorry, Mr. Schubert -- RS.4.2. And I just
7 wanted to make sure that the -- the whole excerpt was
8 on the screen.

9 Mr. Doell, you'll confirm that the text
10 on the screen describes the project that we're
11 discussing, the Winnipeg to use your acronym VMS Deer
12 Awareness Campaign?

13 MR. BRYCE DOELL: Yes, that's correct,
14 and you'll have to forgive the acronym. I know we
15 have many of them.

16 MR. CHRIS KLASSEN: All good. And
17 you'll confirm that on the first line of the text
18 before you, you'll see that this campaign was
19 developed out of a need to reduce wildlife-related
20 collisions in Winnipeg, correct?

21 MR. BRYCE DOELL: Yes, that's correct.

22 MR. CHRIS KLASSEN: And if you review
23 the rest of the paragraph, you'll see a number of
24 other pieces of information about the -- the data
25 available to MPI on wildlife collisions in Winnipeg,

1 correct?

2 MR. BRYCE DOELL: Correct.

3 MR. CHRIS KLASSEN: And you'll confirm
4 that the response to this question in the two (2)
5 paragraphs before you does not state that the need
6 identified was a need to reduce injuries or deaths
7 related to deer collisions in Winnipeg, correct?

8 MR. BRYCE DOELL: So, the stated goal
9 of the program is to increase awareness of deer in the
10 region and reduce the number of vehicle collisions
11 with deer during the peak season. That would include
12 serious collisions as well as less serious collisions.

13 MR. CHRIS KLASSEN: Thank you. And
14 you'll confirm that the response before you -- and
15 we'll move on after this -- the response before you
16 cites wildlife collision data, but no injury or
17 fatality data, correct?

18 MR. BRYCE DOELL: There's no injury or
19 fatality data here, but that's not to say that none of
20 those hundred and twenty-seven (127) collisions
21 involved in injury or fatality. But strictly speaking
22 about what's here, that's accurate.

23 MR. CHRIS KLASSEN: Thank you. Ms.
24 Schubert, could we now go to Road Safety, Appendix 8,
25 and we'll start at page 1. And we're here just for

1 the purpose of confirming that this document is
2 another slide deck presented by MPI at the Road Safety
3 Technical Conference in June, correct?

4 MR. BRYCE DOELL: Correct.

5 MR. CHRIS KLASSEN: Thank you. Ms.
6 Schubert, if we could now go to page 7, the panel will
7 confirm that this slide discusses MPI's automated
8 license plate reader program?

9 MR. BRYCE DOELL: That's correct.
10 Yes, it does.

11 MR. CHRIS KLASSEN: And you'll confirm
12 that this is a program by which MPI provides funding
13 to law enforcement agencies for the purchase of
14 automatic license plate reader machines, correct?

15 MR. PATRICK SARGINSON: Patrick
16 Sarginson, for MPI. Yes, it is.

17 MR. CHRIS KLASSEN: Thank you. And to
18 confirm, an automated license plate reader is a
19 machine installed in a police vehicle that
20 automatically scans license plates on the road in
21 order to notify the law enforcement officer whether
22 the license plate scanned is associated with an
23 uninsured vehicle or a driver with a license
24 suspension?

25 MR. PATRICK SARGINSON: Yes, but just

1 to clarify, the -- what the plate reader does is it
2 flags a vehicle for officer attention based on those
3 criteria: so unregistered, vehicle uninsured, or a
4 driver who may be suspended based on the registered
5 owner.

6 So, the officer at roadside I don't
7 believe gets any indication beyond that that this is a
8 vehicle that they need to pay attention to for some
9 reason and that it's up to the officer to -- to make
10 those decisions after that point.

11 MR. CHRIS KLASSEN: Thank you. You'll
12 confirm, sir, that it's MPI's evidence that drivers
13 involved in fatal collisions are more likely to have a
14 history of suspensions than other drivers, correct?

15 MR. PATRICK SARGINSON: Yes, that's
16 correct.

17 MR. CHRIS KLASSEN: And from MPI's
18 perspective, you'll confirm that this is the fact that
19 links the ALPR funding project to MPI's road safety
20 strategy and objective related to reducing fatalities,
21 correct?

22 MR. PATRICK SARGINSON: Correct.

23 MR. CHRIS KLASSEN: You'll confirm
24 that it's also MPI's evidence that these ALPR machines
25 can help identify stolen vehicles?

1 MR. PATRICK SARGINSON: Yes. correct.

2 MR. CHRIS KLASSEN: And also, drivers
3 who may be the subject of active arrest warrants?

4 MR. PATRICK SARGINSON: I can't
5 confirm that.

6 MR. CHRIS KLASSEN: I have a reference
7 for you if you're -- if you need.

8 MR. PATRICK SARGINSON: Okay.

9 MR. CHRIS KLASSEN: You're also
10 welcome to take it subject to check and we can move
11 on.

12 MR. PATRICK SARGINSON: Yeah, subject
13 to check. I'll take your word for it, but it's not --

14 MR. CHRIS KLASSEN: For your reading
15 later, it's CAC/MPI-1-99, again at page 7.

16 And you'll also confirm that it's MPI's
17 evidence that each ALPR machine purchased through this
18 project has led to hundreds of uninsured vehicles
19 becoming properly insured, correct?

20 MR. PATRICK SARGINSON: Correct.

21 MR. CHRIS KLASSEN: And Ms. Schubert
22 can show us on the next slide that since 2019, MPI has
23 provided funding for fifty-three (53) units in twelve
24 (12) law enforcement agencies, correct?

25 MR. PATRICK SARGINSON: Correct.

1 MR. CHRIS KLASSEN: Thank you. Very
2 briefly, Mr. Sarginson, regarding MPI's Enhanced
3 Enforcement Program, you'll confirm that the costs
4 incurred by MPI with respect to enhanced enforcement
5 are attributable to the overtime pay for the officers
6 involved, correct?

7 MR. PATRICK SARGINSON: Correct.

8 MR. CHRIS KLASSEN: And you'll confirm
9 also that MPI does not require law enforcement
10 agencies to demonstrate financial need or budgetary
11 constraints in order to be eligible for either the
12 ALPR funding or the Enhanced Enforcement Program
13 funding, correct?

14 MR. PATRICK SARGINSON: Yes, that's
15 correct.

16 MR. CHRIS KLASSEN: Thank you.

17 MR. PATRICK SARGINSON: So, what we do
18 is we ask agencies to submit proposals each year, and
19 we provide information about, you know, road safety
20 issues and the types of priorities that we'd like to
21 see law enforcement focus on as part of those
22 campaigns. And then we make decisions on a year-by-
23 year basis in terms of the proposals that we receive
24 from those agencies.

25 MR. CHRIS KLASSEN: Thank you. I have

1 a couple of very brief questions on -- on a topic that
2 your counsel was alerted to this morning in that it's
3 just outside of the record of this proceeding.

4 My question first is whether MPI is
5 aware of ICBC's Road Improvement Program.

6 MR. PATRICK SARGINSON: So, I'd say I
7 think that we are aware that ICBC plays that role in
8 British Columbia, yes.

9 MR. CHRIS KLASSEN: And just for the
10 benefit of those in the room, you'll confirm that
11 ICBC's Road Improvement Program involves contribution
12 of funding to roadway infrastructure projects to
13 promote the inclusion of safety measures, correct?

14 MR. PATRICK SARGINSON: I'm not an
15 expert on ICBC's program, but again, I'll take your
16 word for it.

17 MR. CHRIS KLASSEN: And we can go to a
18 reference for this if needed, but the question -- the
19 next question is whether MPI is aware of ICBC's
20 analysis that claims to receive four dollars and
21 seventy cents (\$4.70) in savings for the Corporation
22 from each one dollar (\$1) invested in safe roadway
23 infrastructure?

24 MR. PATRICK SARGINSON: Yes. I think
25 that's on their website, yeah.

1 MR. CHRIS KLASSEN: Has MPI considered
2 development of a similar initiative in Manitoba?

3 MR. PATRICK SARGINSON: So MPI doesn't
4 fund infrastructure today. You know, there are
5 municipalities and traffic authorities and government
6 agencies that have that responsibility.

7 And if MPI were to take that on, that
8 would be a pretty significant departure from our
9 previous road safety activities, and it would need to
10 be a pretty big expansion I think of MPI's mandate and
11 probably require changes to MPI's governing
12 legislation as well.

13 MR. CHRIS KLASSEN: Thank you. Ms.
14 Schubert, I have a transcript excerpt from the Road
15 Safety Technical Conference, June 11th, PDF page 18 of
16 34.

17

18 (BRIEF PAUSE)

19

20 MR. CHRIS KLASSEN: And we're looking
21 at page 281, which I believe will be in the bottom
22 right corner.

23 You may recognize this excerpt from the
24 preamble of an Information Request asked by Our
25 Friends at Bike Winnipeg. I'm bringing you here for a

1 slightly different purpose than -- than they did.

2 Mr. Sarginson, I'll direct you to your
3 words at line 5 and ask if you recognize this excerpt
4 and, more generally, this document as the transcript
5 from the Technical Conference.

6 MR. PATRICK SARGINSON: Yes.

7 MR. CHRIS KLASSEN: And if Ms.
8 Schubert can take us just up slightly, Mr. Sarginson,
9 on to page 280.

10 Mr. Sarginson, you'll confirm that this
11 is a question from me on behalf of CAC (Manitoba) and
12 that I was asking about whether MPI's Road Safety and
13 Loss Prevention budget will stay relatively constant
14 through the upcoming new three (3) year strategy
15 beginning in 2026.

16 Do you see that in the contents of my
17 question, correct?

18 MR. PATRICK SARGINSON: So, I -- I see
19 that that's what's on the page, but I -- I may just
20 note that I think that there's an error in this
21 section on page 281. It seems to be -- I -- I think
22 I've been misquoted here in saying that 50 million
23 seems to be about right -- the right number and I
24 think that should read 15 million not 50 million. So,
25 I just wanted to just clarify that.

1 MR. CHRIS KLASSEN: Thank you, Mr.
2 Sarginson. I expected that was the case and planned
3 to bring you there next. I appreciate you beating me
4 to it and your commitment to an accurate record. And
5 thanks also for confirming the contents of my
6 question.

7 You'll also confirm that that's
8 evidence -- that's MPI's evidence here today, that at
9 the current time, the -- the approximate road safety
10 strategy budget, sorry, is expected to stay constant
11 through the period of the strategy, correct?

12 MR. PATRICK SARGINSON: Correct.

13 MR. CHRIS KLASSEN: And then looking
14 down to your response again beginning on line 5 of
15 page 281, you'll agree that your response suggests
16 that the next road safety strategy will present an
17 opportunity for MPI to reconsider whether the 15
18 million budget currently allocated to road safety and
19 loss prevention is appropriate, correct?

20 MR. PATRICK SARGINSON: Yes, correct.

21 MR. CHRIS KLASSEN: And you'll confirm,
22 sir, that in reconsidering the scale of MPI's road
23 safety and loss prevention budget as part of the
24 development of its new strategy, MPI might consider
25 such things as whether the budget enables MPI to

1 achieve the goals set out in its strategy, correct?

2 MR. PATRICK SARGINSON: Correct.

3 MR. CHRIS KLASSEN: Whether the budget
4 creates sufficient flexibility for MPI to respond in a
5 timely manner to changes in circumstances that might
6 affect the achievement of those goals, correct?

7 MR. PATRICK SARGINSON: Yes, correct.

8 MR. CHRIS KLASSEN: And whether the
9 budget causes MPI to miss opportunities for material
10 progress toward achieving its goals, correct?

11 MR. PATRICK SARGINSON: Yes. And I --
12 I -- maybe I would just pause just for a moment to say
13 that, you know, we're learning as we go through the
14 strategy that -- that each one of these programs as we
15 evaluate and look at the success there or -- or lack
16 of success maybe behind some of these initiatives
17 gives us a new opportunity to examine our activities
18 and -- and refocus on new priorities.

19 So, I think that's all part of the
20 conversation that we'll be having as we sort of close
21 out the -- the current road safety strategy.

22 MR. CHRIS KLASSEN: Thank you. My
23 last reference for this panel, Ms. Schubert, is PUB
24 MPI 150. and Ms. Moore has already taken us there,
25 but I -- I do bring it up for a slightly different

1 purpose. We're going to page 3.

2 And I'll direct the Panel's attention
3 to the second bullet under 'Vulnerable Road User
4 Education Strategies'. And Ms. Moore raised questions
5 about the communication error identified in question
6 1.

7 But I'm going to focus on sentence
8 number 2 and ask the panel to confirm that this
9 sentence reads that the error resulted in an incorrect
10 allocation of funds between Road Safety and Loss
11 Prevention Program accounts, correct?

12 MS. MARIA CAMPOS: That's correct.
13 Maria Campos, MPI.

14 MR. CHRIS KLASSEN: And I'll ask you
15 also to confirm that this response implies that MPI
16 does in fact have separate Road Safety and Loss
17 Prevention Program accounts, correct?

18 MS. MARIA CAMPOS: Correct. Pardon
19 me.

20 MR. BRYCE DOELL: Bryce Doell, with
21 MPI, I think perhaps that's sloppiness in the wording.
22 It's road safety and loss prevention as a single set
23 of accounts; there is no separation between the two.

24 MR. CHRIS KLASSEN: Thank you for that,
25 Mr. Doell. And so, from that we can take -- and I'll

1 ask you to confirm that there is no separate portfolio
2 of work under the umbrella of loss prevention,
3 correct?

4 MR. BRYCE DOELL: Yeah, that's
5 correct.

6 MR. CHRIS KLASSEN: And that all of
7 the activities MPI is describing here under the
8 category of road safety and loss prevention are
9 informed by the road safety strategy, correct?

10 MR. BRYCE DOELL: Yes, that's correct.

11 MR. CHRIS KLASSEN: Okay. Thanks. I
12 appreciate that. Madam Chair, those are my questions.

13 PANEL CHAIRPERSON: Thank you. Ms.
14 Meek...?

15 MS. CHARLOTTE MEEK: Thank you, Madam
16 Chair.

17

18 CROSS-EXAMINATION BY MS. CHARLOTTE MEEK:

19 MS. CHARLOTTE MEEK: Good morning to
20 the panel. My name is Charlotte Meek. I represent
21 the Coalition of Manitoba Motorcycle Groups. I'll
22 direct my questions generally to the Panel, as well.

23 I wanted to start off today with a
24 quick follow-up regarding the motorcycle collision
25 analysis. So, I understand that MPI is currently

1 completing a motorcycle collision analysis. Is that
2 correct?

3 MR. BRYCE DOELL: That's correct.
4 Although I would say the word beginning to do the
5 analysis better reflects the state of it than
6 completing.

7 MS. CHARLOTTE MEEK: Okay. And if we
8 could go then to an IR, CMMG/MPI-1-6. And if we look
9 at the answer to number 1 -- or sorry, 1A.

10 So, as you corrected me there, Mr.
11 Doell, you indicated that -- at this time, that the
12 motorcycle collision analysis was yet to be finalized.
13 And so, I just wanted to understand.

14 The answer here also indicates that the
15 scope of the analysis is yet to be determined and that
16 it's going to be defined in the fall of 2024. Is that
17 correct?

18 MR. BRYCE DOELL: Yeah. So, the
19 response to that IR states that the scope of the
20 collision is yet to be finalized, but the purpose will
21 be to provide information that could be used to inform
22 road safety initiatives for motorcyclists. And as
23 such, given that road safety focus, elements related
24 to claims costs are out of scope and the results will
25 not be relevant for ratemaking

1 MS. CHARLOTTE MEEK: All right. So,
2 the scope is yet to be defined is basically what I was
3 kind of looking for. The scope is still yet to be
4 defined. Is that correct?

5 MR. BRYCE DOELL: That's correct. And
6 --

7 MS. CHARLOTTE MEEK: Okay.

8 MR. BRYCE DOELL: -- so work to --
9 specifically to find that scope is ongoing. So, we
10 met with representatives from CMMG couple weeks ago to
11 agree on kind of the scoping with relation to
12 prevention and project charter finalizing that
13 discussion, and the steps for the analysis will be
14 forthcoming.

15 MS. CHARLOTTE MEEK: Thank you. And
16 are there any other stakeholders that MPI will be
17 meeting with in order to establish the scope?

18 MR. BRYCE DOELL: No, there's no plans
19 for that at this time. It would be MPI and CMMG.

20 MS. CHARLOTTE MEEK: Okay. And so, is
21 MPI able to specifically define the scope after
22 meeting with CMMG couple of weeks ago? Do they have a
23 defined scope for that analysis at this time?

24 MR. BRYCE DOELL: I would say we have
25 a scope that's generally agreed to upon the two (2)

1 parties. I don't think we've finalized in the
2 document, so I don't want to speak on behalf of your
3 clients, but I think we have a pretty strong agreement
4 on what that scope will be.

5 MS. CHARLOTTE MEEK: Okay. And is
6 there -- do you have an idea of when that scope might
7 be finalized?

8 MR. BRYCE DOELL: I would say within a
9 matter of days, if not weeks.

10 MS. CHARLOTTE MEEK: Okay, so quite
11 soon.

12 MR. BRYCE DOELL: Quite soon, yes.

13 MS. CHARLOTTE MEEK: Thank you.

14 MR. BRYCE DOELL: Yeah.

15 MS. CHARLOTTE MEEK: And that kind of
16 lends to our next question that I see, answer to 'B'.
17 MPI is indicating that data collection is to start in
18 November. Is that correct?

19 MR. BRYCE DOELL: Yes, that's correct.

20 MS. CHARLOTTE MEEK: Okay. And so,
21 given that the scope is to be defined in the next
22 couple of days or next week, are we still on track for
23 the data collection to begin in November then?

24 MR. BRYCE DOELL: Yes.

25 MS. CHARLOTTE MEEK: Okay. And then

1 if we could go to the answer to 'D', please. This
2 indicates that MPI expects the motorcycle collision
3 analysis to be available in December of this year. Is
4 that correct?

5 MR. BRYCE DOELL: Yes, that's correct.

6 MS. CHARLOTTE MEEK: And --

7 MR. BRYCE DOELL: And it remains
8 correct, assuming that's going to be your next
9 question.

10 MS. CHARLOTTE MEEK: That is my next
11 question. Thank you, Mr. Doell. And I understand as
12 well that MPI has indicated that they intend to
13 maintain communication with CMMG regarding the
14 analysis of the study as it progresses.

15 Is that correct?

16 MR. BRYCE DOELL: That's correct. The
17 next scheduled check-in point with CMMG in the
18 analysis is to review the descriptive stats, so to
19 establish kind of a common understanding of the types
20 of collisions that are happening. And after that
21 point, we'd go into a further investigation into the
22 details of why, and then share those results with CMMG
23 to help us understand them as well.

24 MS. CHARLOTTE MEEK: Thank you. And
25 once that analysis is completed, appreciating that the

1 road safety examination generally occurs every second
2 year, will MPI be filing the results of that analysis
3 in next year's, GRA?

4

5 (BRIEF PAUSE)

6

7 MR. BRYCE DOELL: So, because next
8 year's GRA doesn't have road safety as a key issue, we
9 wouldn't anticipate discussing the results of this
10 analysis as part of that. The next opportunity for
11 that would be at the next technical conference in
12 2026.

13 But, of course, CMMG and other members
14 of the stakeholder community would have visibility
15 into the results of the analysis even if it's not a
16 topic of discussion at the hearings.

17 MS. CHARLOTTE MEEK: Thank you. I'd
18 now like to turn to another IR being CMMG/MPI-1-5.
19 And if we can scroll down, I think there's a chart in
20 the answer to this question. Thank you, Kristen.

21 And here, MPI provided the number of
22 collisions for motorcyclists in each year based on
23 injury type. Is that correct?

24 MR. BRYCE DOELL: Yes, that's correct.

25 MS. CHARLOTTE MEEK: And it's broken

1 down by single or multi-vehicle claim. Is that
2 correct?

3 MR. BRYCE DOELL: Yes, that's correct.

4 MS. CHARLOTTE MEEK: Okay. And this
5 chart wouldn't include collisions then where there was
6 no injury, i.e., where there was just damage to a
7 bike. Is that correct?

8 MR. BRYCE DOELL: That's correct.
9 This is only where there was a fatality or an injury
10 involved in the collision.

11 MS. CHARLOTTE MEEK: Thank you. And I
12 understood during your presentation earlier today that
13 you indicated that single vehicle motorcycle
14 collisions, that speed was a contributing factor in 38
15 percent of those collisions. Is that correct?

16 MR. BRYCE DOELL: That's correct. And
17 for multiple vehicle collisions, careless or
18 distracted driving was the most common contributing
19 factor.

20 MS. CHARLOTTE MEEK: Thank you. And I
21 was wondering if MPI had considered any public
22 messaging specifically to motorcyclists regarding
23 speed given the statistic that speed is a contributing
24 factor in 38 percent of single vehicle collisions?

25 MR. BRYCE DOELL: Yeah. So, to my

1 knowledge, I don't think that's part of our messaging
2 campaign. It is a strong part of the motorcycle
3 training curriculum, including the gearing up course
4 where MPI provides funding for.

5 And one (1) of the things I might just
6 note as an aside is that, you know, this analysis that
7 will be undertaken on motorcycle collisions would be
8 one (1) of the ways that we seek to better understand
9 those speeding collisions so that we could develop
10 more targeted interventions.

11 MS. CHARLOTTE MEEK: Thank you. And
12 as you mentioned, Mr. Doell, earlier, you noted that
13 distracted or careless driving was involved in 50
14 percent of fatal multi-vehicle collisions involving a
15 motorcycle. Is that correct?

16 MR. BRYCE DOELL: Yes, that's correct.

17 MS. CHARLOTTE MEEK: And is it
18 possible -- I understand that there's a different
19 definition for distracted driving versus careless
20 driving as defined by MPI. Is that correct?

21 MR. BRYCE DOELL: Yes, that's correct.
22 And I believe that was the subject of an IR that had
23 the specifics on the distinction.

24 MS. CHARLOTTE MEEK: Right. And I was
25 also wondering, in these multi-vehicle collisions

1 where a motorcyclist is involved and another vehicle
2 is involved where distracted or careless driving is
3 involved in that collision, is it possible for MPI to
4 break down that data to identify whether or not the
5 distracted or careless driving was on the part of the
6 vehicle or the motorcycle?

7 MR. BRYCE DOELL: So, this is -- where
8 it gets a little bit complex is, in some scenarios,
9 yes. So, we should have, you know -- excuse me.

10 Okay.

11 So, in multiple vehicle collisions
12 where there's careless, distracted driving, yes, we
13 would be able to say which party was driving
14 distracted or carelessly, or maybe it was both.

15 We might not always know the specific
16 circumstances of that distraction or collision, just
17 to take me to -- the question a step further. But,
18 yes, we should be able to tell generally whether it
19 was on the part of the driver of the motorcyclists.

20 MS. CHARLOTTE MEEK: Okay. And -- and
21 is that information that MPI would be able to provide
22 by way of undertaking?

23 MR. BRYCE DOELL: Yeah, that would be
24 precisely the type of question that we'd like to
25 answer with the collision analysis.

1 That's not something straightforward
2 that's at our fingertips right now that we'd be able
3 to spit out an answer to. That's some of the more in-
4 depth understanding of the types of collisions that
5 are happening that we'd like to get through this
6 analysis. And it simply just takes more time and
7 effort to get that kind of answer than we can --

8 MS. CHARLOTTE MEEK: Great.

9 MR. BRYCE DOELL: -- do via an
10 undertaking.

11 MS. CHARLOTTE MEEK: Great. So, is
12 that something then that -- that MPI could provide in
13 part of its analysis in the -- in the collisions
14 analysis it's doing?

15 MR. BRYCE DOELL: So conceivably, yes.
16 I would say at this point I'm very hesitant to
17 prejudge the scope definition that we've talked about
18 being not completed this time.

19 So, I -- you know, I don't want to
20 define the scope as we're talking about having not the
21 scope defined, but in theory, yes, that would be the
22 sort of thing that we should be able to do as part of
23 that analysis.

24 MS. CHARLOTTE MEEK: Thank you. And
25 earlier today there was some discussion with my

1 friend, Mr. Klassen, about the data ecosystem.

2 Is that correct?

3 MR. BRYCE DOELL: Yes, that's correct.

4 MS. CHARLOTTE MEEK: Thank you. And
5 so, I understand that that ecosystem that was referred
6 to would reference other data sources that MPI might
7 obtain or have access to. Is that correct?

8 MR. BRYCE DOELL: Yes, that seems
9 correct.

10 MS. CHARLOTTE MEEK: Okay. And it
11 would be fair to say though that through its role as
12 the auto insurance provider for Basic insurance in
13 Manitoba, MPI collects collision and claims data
14 province wide. Is that correct?

15 MR. BRYCE DOELL: That's correct.

16 MS. CHARLOTTE MEEK: Okay. And then
17 MPI, I understand, shares that information with other
18 government bodies, like the city of Winnipeg or the
19 province of Manitoba. Is that correct?

20 MR. BRYCE DOELL: Yes, that's correct.

21 MS. CHARLOTTE MEEK: Okay. And the
22 analysis of that collision data is the key element in
23 understanding emerging road safety trends in the
24 province. Is that agreed?

25 MR. BRYCE DOELL: Agreed. It's not

1 the only tool to better understand what's going on.
2 You know, the research studies that we talked about
3 earlier on the four (4) major contributing factors,
4 other sorts of analysis that we conduct would be other
5 examples, but, yes, that'd be one (1) of several.

6 MS. CHARLOTTE MEEK: Thank you. And
7 that collision data is also an important element in
8 the development of road safety initiatives for the
9 Corporation, agreed?

10 MR. BRYCE DOELL: Yes, subject to the
11 same caveats as before that. It's not the only piece
12 of information that we look at.

13 MS. CHARLOTTE MEEK: And one (1) of
14 the ways that the public can access that data
15 collected by MPI would be through the General Rate
16 Application process where MPI shares information
17 regarding road safety statistics. Is that correct?

18 MR. BRYCE DOELL: Yes, that's correct.

19 MS. CHARLOTTE MEEK: And as we
20 discussed before, the road safety issue is one that is
21 generally included as in the General -- in the General
22 Rate Application every two (2) years. That's kind of
23 the current rate that we've been using.

24 Is that correct?

25 MR. BRYCE DOELL: Yes, that's correct.

1 MS. CHARLOTTE MEEK: Okay. And the
2 Corporation also chairs and facilitates an external
3 stakeholder committee on road safety. Is that
4 correct?

5 MR. BRYCE DOELL: Yes. That's the E-
6 S-C-R-S would be the acronym that we normally use,
7 yes, that's right.

8 MS. CHARLOTTE MEEK: Thank you. And
9 that committee meets on a quarterly basis, I
10 understand?

11 MR. BRYCE DOELL: Yes, that's right.

12 MS. CHARLOTTE MEEK: Okay. And the
13 Corporation also prepares a traffic collision
14 statistics report as a way to share the data that it
15 collects with the public. Is that correct?

16 MR. BRYCE DOELL: Yes, that's correct.
17 Okay.

18 MS. CHARLOTTE MEEK: Okay. And
19 members of the public or different interest groups may
20 be interested in the data collected by MPI for their
21 own purposes. Is that agreed?

22 MR. BRYCE DOELL: Agreed.

23 MS. CHARLOTTE MEEK: And would you
24 also agree that it's important for the public to have
25 access to collision data collected by the Corporation?

1 MR. BRYCE DOELL: Yes, I'd agree. As
2 Maria mentioned earlier, MPI is one of many with a
3 role to play in road safety, so, yes, I'd agree with
4 that statement.

5 MS. CHARLOTTE MEEK: Okay. And if we
6 could please go to CAC/MPI-1-100. And in this IR, CAC
7 (Manitoba) requested that MPI file the traffic
8 collision statistics report when it became available.
9 Is that correct?

10 MR. BRYCE DOELL: That's correct.

11 MS. CHARLOTTE MEEK: And MPI indicated
12 -- please scroll up just a tiny bit -- that it would
13 be available later this summer. Is that correct?

14 MR. BRYCE DOELL: Yes, that's correct.

15 MS. CHARLOTTE MEEK: Okay. And if we
16 can go down to the response provided by MPI. Sorry.
17 We'll then have to go to appendix 1. I apologize.
18 Thanks, Kristen.

19 So, this is CAC/MPI-1-100, appendix 1.
20 And what we see here is MPI has provided the mapping
21 collisions locations. And this is about fifteen (15)
22 pages of different maps. Is that correct?

23 MR. BRYCE DOELL: Yes, that's correct.

24 MS. CHARLOTTE MEEK: Okay. And so,
25 this is not the same as the traffic collision

1 statistics report. Is that correct?

2 MR. BRYCE DOELL: That's correct.

3 Yes. They're different data sets with different

4 output.

5 MS. CHARLOTTE MEEK: Okay. Thank you.

6 And, Kristin, if I could get you to bring up the 2022

7 traffic collision statistics report, please.

8 And if I could just get you to confirm.

9 This is the most recent traffic collision statistics

10 report that has been prepared by the corporation. Is

11 that correct?

12 MR. BRYCE DOELL: Yes, that's correct.

13 MS. CHARLOTTE MEEK: Okay. And this

14 is for data collected for the 2022 year, correct?

15 MR. BRYCE DOELL: Yes. This is

16 collisions that occurred in 2022.

17 MS. CHARLOTTE MEEK: Thank you. And

18 this was prepared this month, being October of 2024.

19 If we scroll down, I think there's a date at the

20 bottom of the page.

21 MR. BRYCE DOELL: Yeah. So, it was

22 published last week, I believe, but work on the data

23 set that is used to create the -- the report and the

24 report itself has been going on for a year.

25 MS. CHARLOTTE MEEK: Okay. Thank you.

1 And so, given how recently this was prepared and
2 published, it wasn't included as part of the evidence
3 in this proceeding. Is that correct?

4 MR. BRYCE DOELL: That's correct.

5 MS. CHARLOTTE MEEK: Okay. And I'd
6 like to file this document as an exhibit, so become
7 CMMG Exhibit 7.

8

9 --- EXHIBIT NO. CMMG-7: Data collected for the 2022
10 year

11

12 CONTINUED BY MS. CHARLOTTE MEEK:

13 MS. CHARLOTTE MEEK: And I understand
14 that this report is usually prepared on an annual
15 basis. Is that correct?

16 MR. BRYCE DOELL: That's correct.

17 MS. CHARLOTTE MEEK: Okay. And so
18 given that the 2022 report was just filed last week,
19 in October of 2024, that would mean that there's been
20 no report repaired for the -- prepared for the 2023
21 year yet. Is that correct?

22 MR. BRYCE DOELL: That's correct.

23 That work has only recently begun --

24 MS. CHARLOTTE MEEK: Okay. Thank you.

25 MR. BRYCE DOELL: -- from the '23

1 report.

2 MS. CHARLOTTE MEEK: And -- and can
3 you speak a little bit to the delay in preparing the
4 traffic collision report?

5 MR. PATRICK SARGINSON: It's Patrick
6 Sarginson, for MPI. So, I think one of the things
7 that's really important to understand about this
8 report and the way that our data is configured is that
9 this is an extremely manual process.

10 So, members of the road safety team ARE
11 -- are going through collisions, and they're matching
12 them up. If there's multiple reports for the same
13 incident, say two (2) drivers file claims, we need to
14 make sure those align.

15 We're collecting data from police. And
16 there's often a lag in that as serious incidents are
17 investigated. Charges might be laid, and some of
18 those other things sort of take time to come in.

19 But crucially, I think for 2022 is to
20 understand that due to the labor interruption that we
21 had at MPI, we lost about three (3) months of working
22 time, and that is -- work then has to be recouped in
23 the -- in the remaining months of the year.

24 And so, there's always been a
25 structural lag time on this data, and this year, that

1 was really exacerbated by the labor interruption.

2 MS. CHARLOTTE MEEK: Thank you. Are
3 you able then to provide information about when MPI
4 anticipates being able to prepare the 2023 report and
5 when that might be published?

6 MR. PATRICK SARGINSON: Yeah, so we're
7 only just now starting the process for that. And I
8 think it would -- historically, it's usually prepared
9 for the fall of the following year. So -- so, we
10 would see it about this time next year, as well.

11 MS. CHARLOTTE MEEK: So, would that
12 mean then MPI anticipates being a year behind on an
13 ongoing basis for this report?

14 MR. PATRICK SARGINSON: Yes, as we --
15 and this is -- that -- that's not unusual for this
16 report, from my understanding. This is -- this is a
17 report that is delayed because of some of those
18 factors that I mentioned before where it historically
19 does take us a fair amount of time to put this
20 together,

21 MS. CHARLOTTE MEEK: Right
22 Historically, it's a year delayed, right. So, the
23 2021 report would've been prepared in 2022, but we're
24 seeing the 2022 report being prepared in 2024?

25

1 (BRIEF PAUSE)

2

3 MR. PATRICK SARGINSON: So, the --
4 usually what we would see is about an eighteen (18)
5 month delay from the end of the calendar year before
6 the report is available. So, I would expect that to
7 be the case for next year's reporting, as well.

8 MS. CHARLOTTE MEEK: So, we would
9 expect next year's report, being the 2023 report, to
10 be available in 2020 -- fall of 2025?

11 MR. PATRICK SARGINSON: Something
12 along those lines, yeah.

13 MS. CHARLOTTE MEEK: Thank you. And
14 if we could go to page 2 of this report, please,
15 Kristin. So, we're going to scroll down to under the
16 executive summary here.

17 And so, this provides some exclusions
18 for the report. So, there's certain collisions that
19 are excluded from the report in order for this report
20 to align with the standards for the national Collision
21 database reported -- maintained by Transport Canada.

22 Is that correct?

23 MR. BRYCE DOELL: Bryce Doell, with
24 MPI. Yes, that's correct.

25 MS. CHARLOTTE MEEK: Okay. And one

1 (1) of those exclusions is that the collision must
2 have occurred on a public roadway in Manitoba, meaning
3 that collisions in parking lots, private property,
4 off-road collisions, and collisions on First Nations
5 roadways are excluded. Is that correct?

6 MR. BRYCE DOELL: That's correct.

7 MS. CHARLOTTE MEEK: Okay. And if we
8 could scroll to page 3 here, please, under 'traffic
9 collisions'.

10 So, we can see in 2022 there are a
11 hundred and three thousand sixty-six (103,066)
12 collisions reported with MPI. Is that correct?

13 MR. BRYCE DOELL: That's correct.

14 MS. CHARLOTTE MEEK: And after the
15 reportable collision definition was applied to filter
16 those collisions there were a total of fifty-six
17 thousand seven hundred and two (56,702) collisions
18 reported. Is that correct?

19 MR. BRYCE DOELL: That's correct.

20 MS. CHARLOTTE MEEK: Okay. And if we
21 could, please scroll to page 6. Maybe -- sorry,
22 Kristen. Could we zoom out a little bit, please, just
23 so we can kind of see each page.

24 So, between page 3 and page 6 on this
25 document there's an executive summary. And that's

1 what's provided at the beginning of the traffic
2 collision report. Is that correct?

3 MR. BRYCE DOELL: That's correct.

4 MS. CHARLOTTE MEEK: Okay. And if we
5 could just skip then to page 14. And the rest of the
6 report is then made up of -- of data tables like this.
7 Is that correct?

8 MR. BRYCE DOELL: That's correct.

9 MS. CHARLOTTE MEEK: Okay. So aside
10 from the executive summary at the beginning of the
11 document, which is kind of a three (3) or four (4)
12 page summary, the report doesn't provide any analysis
13 of the data contained in this report.

14 Is that correct?

15 MR. BRYCE DOELL: That's correct, I
16 guess with the caveat that there are various notes --
17 tables helping the reader to understand the numbers
18 that are included in that table.

19 MS. CHARLOTTE MEEK: Thank you. And -
20 - and the report is provided when it's published in a
21 PDF format. Is that correct?

22 MR. BRYCE DOELL: That's correct.
23 Okay.

24 MS. CHARLOTTE MEEK: Okay. And you'd
25 agree that then a member of the public wanting to pull

1 data from this report, it's -- it's not particularly
2 easy for them to pull the data from the report, it
3 would have to be done manually. Is that correct?

4 MR. BRYCE DOELL: So, that's -- I
5 would say there are ways to pull data out of a PDF
6 document into an Excel workbook, for example.

7 MS. CHARLOTTE MEEK: Okay.

8 MR. BRYCE DOELL: But I would say most
9 members of the public wouldn't be aware of that
10 capability, which would make this difficult, yes.

11 MS. CHARLOTTE MEEK: Okay. Thank you.
12 And perhaps I have a reference, but perhaps we don't
13 need to go there right now. There was a report. The
14 -- the last road safety Technical conference occurred
15 in 2022. Is that correct?

16 MR. BRYCE DOELL: That's correct.

17 MS. CHARLOTTE MEEK: And -- and during
18 that technical conference, I understood that MPI
19 provided information to stakeholders there, that they
20 intended to prepare a public dashboard of collision
21 data in Manitoba. Is that correct?

22 MR. PATRICK SARGINSON: Sorry.
23 Patrick Sarginson. If I can just ask. Your last
24 question, did you say that the last technical
25 conference was in 2022?

1 MS. CHARLOTTE MEEK: Yes, the one
2 before this year. The last technical conference prior
3 to this year was occurred in 2022.

4 MR. PATRICK SARGINSON: Prior to this
5 year's technical conference in June?

6 MS. CHARLOTTE MEEK: Yes.

7 MR. PATRICK SARGINSON: Okay.
8 Fantastic. Thanks.

9 MS. CHARLOTTE MEEK: Thanks. Thank
10 you. For that clarification. There's

11 MR. BRYCE DOELL: There's no really
12 technical response to that question that we have.

13 MS. CHARLOTTE MEEK: The technical
14 response. But it's good to be accurate, so I -- I
15 appreciate that. Thank you.

16 MR. BRYCE DOELL: We strive for
17 accuracy in everything we do.

18 MS. CHARLOTTE MEEK: Good. I'm glad.
19 So, at the 2022 technical conference, I understand
20 that MPI provided information that it would be
21 preparing a public dashboard of collisions in the
22 province. Is that correct?

23 MR. BRYCE DOELL: That's correct. And
24 MPI does acknowledge that we've not been able to
25 deliver the dashboard as was discussed at that

1 conference in 2022.

2 At the 2024 conference in June, we
3 shared that the reasons for that were, number 1,
4 issues with data quality and building the dashboard,
5 so some of the things that Patrick talked about with
6 regards to data cleaning and really the large amount
7 of manual data cleaning that has to happen to make
8 those stats available in the way that are presented in
9 the collision report.

10 So, we've certainly heard from CMMG and
11 other stakeholders that that data falls short of what
12 they're looking for to map collisions and manipulate
13 data.

14 So, we are, you know, investigating
15 significant time and effort to make sure that this
16 data is clean and available. But we certainly
17 recognize that we have been able to live that --
18 deliver that dashboard as discussed.

19 I will say that, you know, MPI has
20 shared extensive research analysis findings that we've
21 done based on road safety. So, as we mentioned
22 before, we're the only jurisdiction in Canada that's
23 conducted on -- in-the-field research on distracted
24 driving, speeding, impaired driving, and first nations
25 fatalities.

1 So, though, you know, we've now been
2 able to look at this dashboard, I think we do have
3 significant progress in terms of sharing the results
4 of data and analysis.

5 MS. CHARLOTTE MEEK: Thank you for
6 that answer. So, as you indicated, MPI started
7 developing that dashboard in 2022. So, it has been
8 working to develop that dashboard for two (2) years
9 now. Is that correct?

10

11 (BRIEF PAUSE)

12

13 MR. BRYCE DOELL: Yeah. So, that work
14 started in 2022. It's been paused now as we look at
15 whether there's other ways to provide data to
16 stakeholders in another method.

17 MS. CHARLOTTE MEEK: Thank you. So,
18 do I understand that to mean that MPI is no longer
19 proceeding with the dashboard or it's still under
20 consideration?

21 MR. BRYCE DOELL: Yeah, it's still
22 under consideration among other options

23 MS. CHARLOTTE MEEK: Is MPI able to
24 speak to the -- to the other options?

25 MR. BRYCE DOELL: Yeah. So again,

1 it's preliminary stages, so I will be transparent
2 about that, but it would be finding a way to make the
3 data that's in the collision statistics report more
4 readily available. That would be another kind of
5 example of the options we'd pursue for data sharing.

6 MS. CHARLOTTE MEEK: Does MPI
7 anticipate it would still be in some sort of online
8 forum for the public to access?

9 MR. BRYCE DOELL: Yes, that's the
10 goal. And maybe I'm getting too much into semantics
11 with a dashboard versus a report, but, yes, that would
12 be the idea of that.

13 MS. CHARLOTTE MEEK: Okay. And I
14 understand that the Corporation has not adjusted its
15 road safety budget to accommodate the online
16 dashboard, appreciating now that the -- there's some
17 changes here. But there's been no change in the
18 budget, to the road safety budget for this purpose?

19 MR. BRYCE DOELL: That's correct. And
20 I believe that was the subject of an IR. I don't have
21 the number in front of me, but, yeah, I think that was
22 part of one of those responses.

23 MS. CHARLOTTE MEEK: Yes, it was. And
24 the reference is CAC/MPI-1-101. And I don't think we
25 need to go there, but for the -- for the record.

1 Can I ask then is there a specific
2 budget allocation for the dashboard or other
3 alternatives in -- in developing a dashboard or other
4 alternatives in the road safety budget?

5

6 (BRIEF PAUSE)

7

8 MR. BRYCE DOELL: No, there's nothing
9 built into road safety budget at this time for that
10 initiative.

11 MS. CHARLOTTE MEEK: Okay. Thank you.
12 Madam Chair, those are my questions.

13 PANEL CHAIRPERSON: Thank you very
14 much. Mr. Monnin, it's ten after 12:00. Can you give
15 us an indication of the length of your cross?

16 MR. CHRISTIAN MONNIN: Minimum, half
17 an hour, and maybe more.

18 PANEL CHAIRPERSON: Okay. Thank you.
19 Well, given that, I think what we'll do is we'll break
20 for lunch right now. One moment, please. Thank you.
21 We'll break now and come back at 1:30, please.

22

23 --- Upon recessing 12:11 p.m.

24 --- Upon resuming 1:30 p.m.

25

1 PANEL CHAIRPERSON: Good afternoon.

2 Mr. Monnin...?

3 MR. CHRISTIAN MONNIN: Thank you,

4 Madam Chair.

5

6 CROSS-EXAMINATION BY MR. CHRISTIAN MONNIN:

7 MR. CHRISTIAN MONNIN: Good afternoon.

8 My name is Christian Monnin, and I'm legal counsel for

9 Bike Winnipeg. And I'll be asking some questions with
10 regards to...

11 The red light is on. Is this better?

12 Okay.

13 I'll be asking some questions with
14 regards to the road safety issues. I'll be starting
15 my questions on the issue of engagement with
16 stakeholders as relates to road safety policies, and
17 strategies, and priorities.

18 My questions will be addressed
19 generally to -- to the Panel as has been done by my
20 other colleagues.

21 In that regard, I'd like to bring up
22 Bike Winnipeg's IR 1-2 as a starting point. And I
23 note that in response to question 1 of this IR which
24 was framed as follows:

25

1 "In the past two (2) years, does MPI
2 believe that its stakeholder
3 consultation have been up to a
4 suitable standard?"

5 The response provided by MPI was:

6 "Yes, MPI is of the opinion that its
7 stakeholder engagements have been up
8 to a suitable standard."

9 The question is as follows:

10 How does MPI measure its stakeholder
11 engagements and how to ensure that they are up to a
12 suitable standard?

13 MR. PATRICK SARGINSON: So, Patrick
14 Sarginson, for MPI. So, I don't think there's a
15 metric that we can point to specifically to say that
16 this index gives us an indication that we've hit some
17 target for consultation.

18 But I think that when we are thinking
19 about consultation, we're thinking about how well are
20 we having those discussions with stakeholders, how
21 regularly are we communicating, and when -- and what -
22 - what's the breadth of that consultation, as well.

23 So, you know, as we said sort of
24 earlier, we're talking with other provinces and
25 territories. We're talking through a number of

1 working groups, including the quarterly meetings of
2 the external stakeholder working group that we have.

3 We're talking with fourteen (14)
4 different law enforcement agencies. We're talking
5 with postsecondary institutions and private industry
6 and community groups when it comes to educating and
7 training drivers.

8 We are talking with dozens of
9 municipalities and First Nations, especially just more
10 recently with the Speed Board Program. We're -- we're
11 talking with First Nations organizations, tribal
12 councils, communities around training for off-road
13 vehicles and -- and, you know, making sure that we're
14 taking our cues from what those communities tell us
15 their needs are in road safety.

16 And I think we also talk about all the
17 different relationships that we -- we have with a
18 whole variety of stakeholder groups, MADD Canada, for
19 example, other provincial departments. There's a
20 whole range of stakeholders that we're engaged with.

21 And I think that rather than having a
22 single measure or some -- some datapoint that said
23 that, yes, we've hit the mark, we really sort of gauge
24 ourselves by those discussions that we're having and
25 whether we are interacting on a regular basis and

1 understanding those group's priorities and how well
2 that those priorities are being reflected in our work.

3 So, maybe I'll -- I'll just sort of
4 pause there.

5 MR. CHRISTIAN MONNIN: And so --
6 sorry. If anyone else wants to chime in. And so, is
7 it safe to say that -- if I were to summarize that
8 response, that MPI doesn't really look at anything in
9 particular to satisfy itself that its stakeholder
10 engagement is to a suitable standard?

11

12 (BRIEF PAUSE)

13

14 MR. PATRICK SARGINSON: Yeah, so I --
15 I think the way I -- I'd sort of respond to that is to
16 say that -- you know, that there isn't a metric. It's
17 really about the lasting partnerships that we build at
18 MPI.

19 And I think what you will see is that
20 we have longstanding, lasting partnerships with a
21 range of organizations across many different sectors,
22 and there's many, many stakeholders in the realm of
23 road safety.

24 And our work, I think, and our programs
25 that we offer sort of speak to the -- the depth and

1 breadth of those relationships and the durability of
2 some of those partnerships over time.

3 MR. CHRISTIAN MONNIN: Thank you for
4 the answer. Still on -- on Bike Winnipeg 1-2, in
5 response to the first question, the last sentence,
6 "MPI also acknowledges that there continues to be room
7 for -- for improvement."

8 So, the question is put to the Panel in
9 a very self-reflective way. What would MPI view as --
10 as needing improvement with regards to its stakeholder
11 engagements?

12 MR. PATRICK SARGINSON: So, I think
13 that, you know, we take the approach that there's
14 always room for improvement in everything that we do.
15 And in terms of specific improvements, I -- I don't
16 know that -- that we have any specifically in mind,
17 but that's why we rely on that feedback from
18 stakeholders.

19 I mean, if there's things that we're
20 doing that we could do better, I mean, we're open to
21 hearing that. So, I don't think there's anything
22 specifically that we'd respond to that question with,
23 but we are in the position of -- of always learning
24 from what we do, and -- and consultations would be no
25 different.

1 MR. CHRISTIAN MONNIN: And so, any --
2 any room for improvement, or any necessary
3 improvement, would come from the stakeholders
4 suggesting those.

5 And so, sitting here today, there's --
6 there's nothing that MPI thinks it ought to improve
7 with its stakeholder engagement subject to what a
8 stakeholder might suggest?

9

10 (BRIEF PAUSE)

11

12 MR. PATRICK SARGINSON: So, I -- it's
13 Patrick Sarginson, for MPI, again. Just to say I
14 think that -- that there's nothing specific, but we do
15 rely on stakeholders to bring forward their
16 priorities.

17 And, I mean, an example might be with
18 CMMG recently, there was a request to become more
19 involved in the issue of road debris. And MPI joined
20 a road debris working group as a -- as an area of
21 focus. And so, that would be just one (1) example
22 where stakeholders had said, you know, We really want
23 more attention from MPI on that particular issue, and
24 so we responded in that way.

25 But overall, I -- I think that we're

1 balancing the needs of many, many stakeholders. And I
2 think that -- that the balance here is making sure
3 that you're providing opportunities for communication,
4 quarterly meetings, for example, with an external
5 stakeholder working group, regular meetings with other
6 -- other groups, as well.

7 And so, yeah, I don't know that there's
8 a specific improvement that we have in mind, but, I
9 mean, we're certainly open to hearing about it if
10 others disagree.

11 MR. CHRISTIAN MONNIN: Thank you. If
12 we can go to IR 1-5, please, Bike Winnipeg.

13 1-5 inquired about when MPI would
14 provide an outline and rough schedule for effective
15 consultation with stakeholders on improvement data and
16 availability. And my friend from CMMG touched upon
17 this earlier today.

18 And the second question in the IR is,
19 how does MPI anticipate consulting stakeholders in
20 that regard. Part of MPI's answer in that IR is that
21 it does not have an exact timeline for when
22 consultation with stakeholders on data will take
23 place, but it will initiate this process in a timely
24 manner.

25 Sitting here today, is it still MPI --

1 MPI's -- pardon me -- MPI's position that it does not
2 have an exact timeline when consultation with
3 stakeholders will -- on data will take place?

4 MR. PATRICK SARGINSON: Yes.

5 MR. CHRISTIAN MONNIN: And -- and why
6 is that? Is that -- because I think the evidence you
7 gave earlier today, sir, was that you haven't started
8 your road safety strategy. It won't start until back
9 end of 2025.

10 Is that going to be part of that
11 consultation?

12 MR. PATRICK SARGINSON: Yes. So, I
13 think the way we envisioned it was that in the -- the
14 last half of 2025 we'd be sort of taking stock of the
15 progress we made under the current strategy and
16 planning out, you know, what shape and form that
17 strategy would take in 2026, which would include the -
18 - the consultation with stakeholders.

19 MR. CHRISTIAN MONNIN: And still with
20 -- with Bike Winnipeg 1-5, in response to a question
21 from Bike Winnipeg regarding how MPI anticipates
22 consulting stakeholders on improving data and
23 availability, MPI's response is to facilitate stake --
24 stakeholder consultation.

25 MPI is considering various approaches,

1 including leveraging existing committees like the
2 External Stakeholder Committee on road safety, and/or
3 a survey of stakeholders.

4 What other approaches would MPI
5 undertaking in that regard?

6 MR. PATRICK SARGINSON: So, I don't
7 think we have an answer for that specifically right
8 now. I think that we'll plan out the consultation
9 when we're at a stage where we're ready to begin the
10 consultation process.

11 MR. CHRISTIAN MONNIN: And if -- if a
12 stakeholder suggested other approaches, those would be
13 considered?

14 MR. PATRICK SARGINSON: Absolutely,
15 yeah.

16 MR. CHRISTIAN MONNIN: If we could
17 then move to IR 1-7, please, still Bike Winnipeg.

18 This IR deals with Bike Winnipeg
19 inquiring when MPI would provide an outlined rough
20 schedule for effective consultation with Bike Winnipeg
21 on a delivery of improved messaging on sharing the
22 road cyclists.

23 And part of MPI's answer was that it
24 was too early to provide an outline and rough
25 scheduling for further consultation.

1 And -- and sitting here today, is it
2 still MPI's position that it's too early to provide an
3 outline and rough schedule for further consultation?

4 MR. PATRICK SARGINSON: Yes.

5 MR. CHRISTIAN MONNIN: And why is
6 that, sir?

7 MR. PATRICK SARGINSON: Well, at -- at
8 this point in time, I don't think that we've gotten to
9 that point in our planning process.

10 MR. CHRISTIAN MONNIN: This is in a
11 more general fashion with regards to stakeholder
12 engagement.

13 Would this Panel agree that there are
14 stakeholders that may have different interests or
15 goals as it relates to road safety?

16 And what I mean by that is some
17 stakeholders may have an interest in collaboration to
18 deliver on road safety priorities, other stakeholders
19 may have an interest in advising MPI on road safety
20 and policy priorities, and some stakeholders may have
21 an interest in doing both.

22 Is that fair to say?

23 MR. PATRICK SARGINSON: Yes. I think
24 though all stakeholders probably share a common view,
25 that we're trying to reduce fatalities and serious

1 injuries. And, you know, the way that stakeholders
2 engage with MPI might be different and their level of
3 engagement might be different, but I think there's a
4 common -- common vision between all the stakeholders
5 that we consult through the external working group,
6 for example.

7 MR. CHRISTIAN MONNIN: And as it
8 relates to setting goals and priorities, what does MPI
9 envision as being the role of stakeholders to be
10 working with MPI to set those priorities and set those
11 specific programs?

12 MR. PATRICK SARGINSON: Sorry, could
13 you just repeat that questions.

14 MR. CHRISTIAN MONNIN: Absolutely. As
15 it relates to setting goals and setting priorities,
16 what does MPI envision the role of these stakeholders
17 when working with MPI to set road safety priorities
18 and policies or programs?

19 MR. PATRICK SARGINSON: So, I -- I
20 think it's -- it's fair to say that stakeholders -- we
21 rely on the stakeholders to sort of make us aware of
22 what their priorities are, what the view of their
23 membership might be, you know, what -- what they would
24 see as MPI's role.

25 I mean, MPI is one (1) of many

1 different organizations that has a role to play in
2 road safety. So, a lot of times, we -- we have
3 conversations about what is the -- the proper role for
4 MPI to play in a given road safety issue, and
5 sometimes that might be on training, sometimes it
6 might be supporting with data.

7 There's a number of different ways that
8 MPI can sort of engage on different road safety topics
9 with different stakeholders depending on what the
10 issue is and -- and what the priorities are of that
11 organization.

12 So, we do rely on the organizations to
13 kind of explain to us what they would like their --
14 what their priorities are on any given issue.

15 So, if -- if you're asking me what I
16 think the role of stakeholders is, it's to sort of
17 provide advice to MPI in strategic decisions or to
18 engage more tactically on research projects or joint
19 initiatives, but it -- it really sort of issue
20 specific.

21 MR. CHRISTIAN MONNIN: And, therefore,
22 is it safe to say that MPI views the role of a
23 stakeholder as larger than just consultative?

24 MR. PATRICK SARGINSON: Well, again,
25 I'd -- I'd say that it's -- it's issue specific, as

1 well. I mean, there's certainly opportunities for us
2 to be very consultative, right. There's moments when
3 we might seek out specific feedback.

4 An example might be in the way that we
5 craft our public awareness campaigns. We might want
6 to balance wording off of an organization to say, Hey,
7 does this resonate with you and your members.

8 Even if you refer back to this IR, the
9 slow down, pass -- pass wide, or give me room to ride
10 messages were ones that we vetted with Bike Winnipeg,
11 for example. And I note we had similar discussions I
12 think with CMMG, and -- and other stakeholders, as
13 well, wanting to make sure that our -- our messaging
14 is tuned to the audiences.

15 MR. CHRISTIAN MONNIN: And so, in some
16 situations, a stakeholder's role is consultative and
17 in other situations it could be more than that. Is
18 that fair to say?

19 MR. PATRICK SARGINSON: I think that's
20 fair to say. I think it -- again, it depends on what
21 kind of issue we're discussing.

22 MR. CHRISTIAN MONNIN: And on some
23 issues, MPI is open to working with a stakeholder to
24 not only identify priorities but work with the
25 stakeholders to put into -- to put a program into

1 place?

2 MR. PATRICK SARGINSON: Yes. And
3 that's -- and that's the approach that I think we've
4 taken. And there's a number of programs that we offer
5 today that are the direct result of that collaboration
6 with stakeholder organizations, whether it's the
7 Gearing Up Program or -- or the BEST program with Bike
8 Winnipeg.

9 MR. CHRISTIAN MONNIN: And are there
10 any scenarios that come to mind where an engagement
11 with a stakeholder led MPI to change course or pivot,
12 for lack of a better term, change their mind on
13 something?

14 MR. PATRICK SARGINSON: Yeah. I mean,
15 there are -- just to give another example, we were
16 talking earlier about the Pedestrian Gear Program that
17 we recently launched. The first iteration of that
18 provided reflected vests like you might see on a
19 construction site that were sort of branded with the
20 First Nations logos and MPI logos.

21 And some of the feedback we received
22 was that, although that's okay and it might be serving
23 the purpose, there might be better more useable gear
24 that might get out into the community a little bit
25 more.

1 And so, we've shifted our approach a
2 little bit to provide protective back plaques, and
3 flashers, and tuques, and other things that pick up
4 and reflect light. But you're more like to wear that
5 than you are to grab a construction vest before you go
6 for a walk.

7 So, I mean, that's just an example of
8 how we sort of change our approaches and response to
9 some of our stakeholder feedback, but there are many
10 others.

11 MR. CHRISTIAN MONNIN: Thank you. If
12 we can move to Bike Winnipeg 1-6, please.

13 This IR deals with MPI's commitments
14 that flowed from the Road Safety Technical Conference.
15 And the preamble refers to MPI's commitment and
16 actions as follows:

17 "Stakeholders given their interest
18 and review in the driver training
19 handbook and related curriculum to
20 help develop more appropriate
21 educational messaging in relation to
22 addressing the risk for VRUs,
23 vulnerable road users.

24 Stakeholders are also interested in
25 the content provided in driver

1 training with respect to vulnerable
2 road users and would like more input
3 into future content.

4 MPI recognizes the desired
5 stakeholders to contribute to
6 improving the curriculum."

7 And still with 1-6 is asks the
8 question:

9 "When will MPI provide an outline
10 and rough schedule for effective
11 consultation with stakeholders on
12 the driver education curriculum,
13 driver handbook, and educational
14 messaging?"

15 And the response that MPI provides is
16 on the 2nd page, and it:

17 "Welcomes the opportunity to consult
18 with Bike Winnipeg and other
19 external stakeholders on improving
20 training content related to
21 vulnerable road users, including the
22 drivers' handbook and the Drivers
23 'Z', adult driver training course
24 curriculum.

25 These consultations will take place

1 via the External Stakeholder
2 Committee on road safety. This
3 topic will be introduced as an
4 agenda at the meeting planned for
5 August 14th, 2024. Follow-up
6 discussions and progress updates
7 will occur during future committee
8 meetings as part of the committee's
9 regular meeting cadence."

10 These response -- this response
11 addresses consultation, discussions, and progress
12 updates. Is it MPI's position that included in this
13 would be the ability for a stakeholder to provide
14 direct input in the content of this -- this
15 literature?

16 MS. NICHOLE ELVEBO: On August the
17 14th we did meet with the Road Safety Committee -- or
18 pardon me -- the External Stakeholder Committee on
19 road safety and shared information regarding
20 vulnerable road users and the content related to
21 vulnerable road users that's found in our driver
22 training programs, both the Drivers 'Z' Program and
23 the Adult Driver Training Program.

24 At that meeting, the takeaway for the
25 teams was to provide Bike Winnipeg and our other

1 stakeholders with that content which occurred
2 following the meeting.

3 And we've committed to future meetings,
4 reviewing any further questions and concerns they have
5 about that content and looking to partner with them on
6 updates that may be required.

7 MR. CHRISTIAN MONNIN: And updates
8 would mean changes to the content of the literature?

9 MS. NICHOLE ELVEBO: Absolutely.

10 MR. CHRISTIAN MONNIN: Thank you. If
11 we can now move over to IR Bike Winnipeg 2-4, please.

12 In the context of this GRA, Bike
13 Winnipeg has pressed the issue of a suitable standard
14 of stakeholder engagement. And in this particular IR
15 Bike Winnipeg provides a rationale that it views as
16 experience a lack of response from MPI and safe --
17 road safety issues.

18 And to provide full content for the
19 record, in its response MPI states it does not agree
20 with this statement on behalf of Bike Winnipeg.

21 As part of its response, MPI provides:

22 "In assessing whether its
23 stakeholder engagements are up to a
24 suitable standard, MPI reviews the
25 extent to which its road safety

1 activities reflect an understanding
2 of the desires of the impacted
3 stakeholder groups."

4 The question is as follows: Who at MPI
5 -- or how does MPI conduct this review, appreciating
6 that you may have touched upon that in your early --
7 earlier answer? But I'm wondering if this would --
8 would insight you to provide further evidence on this
9 point.

10

11 (BRIEF PAUSE)

12

13 MR. PATRICK SARGINSON: Patrick
14 Sarginson, for MPI. So, if -- if the question was
15 specific to who is assessing whether the stakeholder
16 engagements reflect the under -- understanding of the
17 desires of impactors -- impacted stakeholders, it's --
18 it's the -- you know, the road safety team, and
19 myself, and others making sure that we -- you know,
20 we're part of those discussions, we're hearing
21 directly from stakeholders, you know, across different
22 areas, right.

23 So, you know, it's on us to have a --
24 have a good understanding of what those priorities are
25 and -- and balance those with other sort of priorities

1 that -- that sort of present themselves from maybe
2 other stakeholders.

3 Not always do we get a consistent
4 version of -- of what priorities should be. So, we're
5 trying to balance sometimes the -- the needs and --
6 and desires of different stakeholder groups. And,
7 yeah, there is, you know, some discussion of -- of how
8 we sort of achieve a better -- a balance of those
9 activities.

10 MR. CHRISTIAN MONNIN: And so, during
11 those discussions does -- does MPI identify or
12 establish a baseline across the suite of stakeholders
13 and their diverging priorities and expectations to
14 ensure that its engagement is up to a suitable
15 standard?

16 And maybe viewed from another angle,
17 does MPI have a priority regarding its stakeholders?

18 MR. PATRICK SARGINSON: Just -- sorry,
19 just to play this back. You're asking if MPI has a
20 priority of stakeholders?

21 MR. CHRISTIAN MONNIN: Well, the first
22 question, which was quite a mouthful, was, does MPI
23 identify or establish a baseline across its -- the set
24 of stakeholders, their diverging priorities and
25 expectations to ensure that its engagement is up to a

1 suitable standard?

2 And if that was too much of a mouthful,
3 you just want to take a pass on that one, the -- the
4 quick question is, does it have a priority with
5 regards to its stakeholders?

6 MR. PATRICK SARGINSON: So, no, MPI
7 doesn't have, like, a baseline or a set of criteria
8 that we evaluate our stakeholders with, if that -- if
9 that -- if I've captured what you're asking.

10 MR. CHRISTIAN MONNIN: Thank you. And
11 so, MPI doesn't assess a relative importance of all
12 stakeholders to establish a hierarchy against
13 priorities and programs?

14 MR. PATRICK SARGINSON: Well, I think
15 it's fair to say that we listen to, you know, all of
16 our stakeholder groups. We meet with them regularly.
17 And it's not as though we listen to some more than
18 others. I mean, we're here to be collaborative.

19 And, I mean, I think if you look at the
20 breadth of our stakeholder engagements, I mean, we do
21 work with many, many different organizations. And,
22 you know, there's no predefined order or priority that
23 we engage our -- our objective.

24 And the way that we try to do our work
25 is to schedule regular checkpoints so we get to hear

1 from the broad cross-section.

2 So, I mean, I have regular meetings
3 with police. You know, the road safety team meets
4 quarterly with external stakeholders. And there's
5 many other types of regular formats that we
6 communicate with our stakeholder groups. And it's not
7 as though we prioritize some over others.

8 Our aim is to try to hear from everyone
9 as -- on a regular basis.

10 MR. CHRISTIAN MONNIN: And so, in
11 summary, that response -- well, let's go back this
12 way. Is it safe to say, there -- therefore, that
13 MPI's position is that all stakeholders are viewed the
14 same?

15 MR. PATRICK SARGINSON: Well, I mean,
16 from -- if we're talking about our engagements, our --
17 we certainly do try to engage with everyone in a
18 similar way and have regular communications with all
19 of our stakeholder groups.

20 MR. CHRISTIAN MONNIN: Okay. So,
21 imply to that response is that the engagement is -- is
22 consistent is across the board, but some stakeholders
23 are viewed more important than others?

24 MR. PATRICK SARGINSON: No.

25 MR. CHRISTIAN MONNIN: Okay.

1 MR. PATRICK SARGINSON: No, that's not
2 -- sorry, if -- if -- are you -- you paraphrasing what
3 I was saying?

4 MR. CHRISTIAN MONNIN: Obviously,
5 poorly, but that was -- okay. And so, there isn't a
6 priority given to stakeholders?

7 MR. PATRICK SARGINSON: No.

8 MR. CHRISTIAN MONNIN: Okay. Thank
9 you. The following set of questions has to do with --
10 with training, certification, and -- and engagement,
11 and that these questions were put to Ms. Jatana at the
12 first date of hearing, and I'd just like to hear from
13 this Panel.

14 MPI doesn't dispute the fact that
15 across the country in -- in various postsecondary
16 institutions there's training and certification
17 offered for stakeholder engagement professionals?

18 MS. MARIA COMPOS: We don't dispute
19 that, no.

20 MR. CHRISTIAN MONNIN: And as part of
21 MPI's commitment to improve stakeholder engagement,
22 would it -- would this Panel agree or disagree that
23 having this type of training would assist in reaching
24 its goals for stakeholder engagement?

25 MS. MARIA COMPOS: I'm sorry, I'm

1 having just a little bit of trouble hearing you. Can
2 you repeat that.

3 MR. CHRISTIAN MONNIN: Yeah. No
4 problem. As part of its commitment to improve
5 stakeholder engagement, would this Panel -- or -- or
6 would you agree that having this type of training or
7 certification would assist MPI in reaching its
8 stakeholder engagement goals?

9 MS. MARIA COMPOS: I would say that
10 training comes in a variety of different ways. Formal
11 training is a piece of it. I think learning through
12 experience -- and I think the critical component when
13 we think is stakeholder engagement at MPI is ensuring
14 that we're allowing and providing those opportunities
15 for stakeholders to connect with us to make it known
16 what is important to them.

17 I'm not disputing that there's formal
18 training out there and that likely it would be
19 valuable in some forms, but without understanding what
20 that training provides, I can't comment on whether
21 that would be -- the only thing that I think would
22 help in a forum, our organization and the folks that
23 work through road safety and their stakeholder
24 engagement with all the partners across Manitoba.

25 MR. CHRISTIAN MONNIN: And sitting

1 here today, are you able to advise if anyone involved
2 with stakeholder engagement at MPI with road safety
3 has such training or certification?

4 MS. MARIA COMPOS: I -- I can't
5 confirm or deny that. I don't have knowledge of that.

6 MR. CHRISTIAN MONNIN: Would you be
7 able to determine if -- one way or another?

8 MS. MARIA COMPOS: It would be -- I
9 would say to you it'd be a very difficult task. We
10 would have to go through employee files to see what
11 kind of training credentials they bring with them when
12 they're hired.

13 It's not just, obviously, what they've
14 learnt through their experience working at MPI; it's
15 their entire training portfolio through the existence
16 of -- of their career path.

17 So, it's -- it's difficult for me to
18 say that I could accurately obtain that information
19 from all employees that work at MPI and/or have
20 stakeholder engagement as part of their portfolio.

21 MR. CHRISTIAN MONNIN: Well -- and I'm
22 sorry if I let you down a garden path. I certainly
23 didn't mean all employees of MPI. The employees who
24 are tasked with stakeholder engagement; how many are
25 there?

1 MS. MARIA COMPOS: Well, today I would
2 say to you it's more than what sits on this Panel.
3 That's the most honest answer I can provide. There's
4 a variety of operational folks that meet with
5 stakeholders, and so it -- it extends beyond, I would
6 say, a hundred, although I can't qualify or quantify
7 what that number looks like.

8 So, I can't commit to going through
9 individual employee files to determine who would have
10 formal -- I think your question is: Who would have
11 formal stakeholder engagement training through -- I'm
12 assuming an accredited either university or college.
13 So that's something that I just -- I can't commit to
14 today. I don't know that I would get an accurate
15 reflection of what's documented within employee files
16 at MPI.

17 MR. CHRISTIAN MONNIN: Okay. And so,
18 is it safe to say that you're not able to commit today
19 and it's very likely not able to commit at all to
20 responding to that question?

21 MS. NICHOLE ELVEBO: That's fair.

22 MR. CHRISTIAN MONNIN: Okay. Thank
23 you. If we could go to -- and I'm sorry for making
24 folks jump around, Bike Winnipeg, IR 1-1, and I'd like
25 to ask some questions under what I would suggest is

1 the heading of Effective Measurement of Road Safety
2 Initiatives.

3 In this IR, Bike Winnipeg asks a series
4 of questions, namely, while there is evidence that
5 automobile manufacturers are doing a better job of
6 protecting their occupants, can MPI show that it's
7 meeting its mission of making roads safer -- safer in
8 Manitoba?

9 Second question, in particular: Can MPI
10 show that it's meeting its mission of making roads
11 safer for vulnerable road users?

12 And 3, on what evidence and/or data
13 does MPI base its answer to question Number 1 and
14 number 2? In part of its response, MPI states that:

15 "MPI's Road safety strategy mission
16 is to reduce fatalities, injuries
17 and collisions and resulting costs
18 to Manitoba ratepayers through a
19 data-driven road safety that --
20 strategy that prioritizes evidence-
21 based initiatives."

22 And coincidentally, we don't have to go
23 there unless we want to verify what I'm putting to
24 you. But coincidentally at Bike Winnipeg 1-8 Winnipeg
25 -- Bike Winnipeg asked to the extent that MPI is not

1 meeting its mission of making roads safer at the
2 current level of programming expenditure, how does MPI
3 rationalize that the proposed budget provides suitable
4 resources to meet its mandated mission.

5 And the response to 1-8 MPI states that
6 it is meeting its mission of making roads safer. And
7 so still with 1-1 but if we can go to the road safety
8 report from the technical conference and page 7 of 40,
9 if that will work. Thank you.

10 And really what -- I don't think it's
11 in dispute, but what we -- we heard in -- in this GRA
12 so far and what the report provides is that serious
13 collision -- collision trends looking at a 10-year
14 timeline, the data show that number of motor vehicle
15 fatalities in Manitoba remained relatively stable
16 between 2013 and 2021 with 2016 showing anomalous
17 (sic) spike in fatalities.

18 And the report goes on to state that
19 following the COVID-19 pandemic, there has been an
20 increase in number of fatalities through 2023. And
21 this was particularly due to the Carberry crash in
22 2023. But in 2022, the number of motor vehicle
23 fatalities jumped 23 percent and while in Canada it's
24 up 6 percent.

25 Would you agree that this data is

1 telling us over a 10-year timeline the number of motor
2 vehicles remained relatively stable, that they haven't
3 gone down, is that fair to say?

4 MR. BRYCE DOELL: Yes, that's
5 accurate. Motor vehicle fatalities haven't gone down
6 over a 10-year period.

7 MR. CHRISTIAN MONNIN: And what this
8 data is also telling us, as in 2022, the number of
9 motor vehicle fatalities in Manitoba jumped 23 percent
10 from 2021. That's the second highest in 10 years.

11 That's what the data is telling us?

12 MR. BRYCE DOELL: Bryce Doell, with
13 MPI. Yes, that's correct. And those are the numbers
14 we were referencing in the presentation earlier this
15 morning.

16 MR. CHRISTIAN MONNIN: Right. So how
17 can I reconcile that with this data telling that
18 they're relatively stable and some years have jumped
19 with the assertion that MPI is meeting its mission to
20 reduce fatalities and reduce injuries and reduce
21 collisions. How do you reconcile that?

22

23 (BRIEF PAUSE)

24

25 MR. BRYCE DOELL: Yeah. So, it's --

1 it's quite a good question. It gets to the heart in a
2 lot of ways of what it means to evaluate road safety
3 programs.

4 So, I would point to the response
5 provided to Bike Winnipeg 1-1 section 'C' of the
6 response. So, in that response, you'll see that we've
7 broken down kind of the impact of the various
8 different road safety programs that MPI runs, as well
9 as a reference to another IR where we provided similar
10 answers.

11 And the reason I bring our attention to
12 this response is because what supports MPI's assertion
13 that we're making a difference with our road safety
14 activities is what we see when we look at the
15 initiatives at a program-by-program level. So that's
16 everything from seeing a reduction in the number of
17 vehicles speeding to changing attitudes and behaviors
18 through media campaigns or community events.

19 So, certainly, we're looking at changes
20 in fatalities and serious injuries and collisions, but
21 that's also another important part of program
22 evaluation as well is the difference we're making in
23 terms of culture and people's perceptions and
24 attitudes towards safety.

25 But for us, what we look at is while

1 collisions may have gone up in the last year or two,
2 when we evaluate the effectiveness of programs, it's
3 not just what's the trend over time, but would've the
4 trend have been if we hadn't been running those
5 programs and that's where the evidence in this IR --
6 IR response here is, I think really instrumental is
7 that it goes kind of program by program showing the
8 effect of each.

9 So, you know, I don't think I'll read
10 back the response of that IR, but I think that
11 captures kind of the core of what you're getting at
12 with that question.

13 MR. CHRISTIAN MONNIN: And so, I guess
14 that would lead us to the issue of budgeting and --
15 and changing behaviors. And -- and that asks some
16 questions regarding optimization of the budget for
17 road safety. And this -- this will start off at Bike
18 Winnipeg IR 2-3, please.

19 In 2-3, Bike Winnipeg is asked if the
20 current road safety funding level is adequate to
21 change behaviors to make Manitobans safer on the
22 roads? And in response, MPI answers that:

23 "Yes, MPI's current road safety
24 funding is adequate to change
25 behaviors to make Manitobans safer

1 on the roads."

2 And at the same time, if I can take us
3 back to the Road Safety Technical Conference report,
4 in particular, page 20 of 40 under stakeholder
5 comments and questions.

6 And I'll read this just for the record:

7 "Regarding public safety awareness
8 and community programming, the
9 following is provided. [These are
10 stakeholder questions and comments]
11 How are road safety campaigns
12 monitored and evaluated?"

13 And I appreciate the context is for
14 road safety campaigns.

15 "But how are road safety campaigns
16 monitored and evaluated? What is
17 MPI measuring and what kinds of --
18 kinds of indicators are they using?
19 Has MPI had any success in measuring
20 behavior change in any of these
21 campaigns? After the assessment
22 process, how does MPI use that
23 information to determine the size of
24 the ad buys, whether digitally or
25 through to traditional channels."

1 And under the heading of 'Responses',
2 in particular, it's attributed to MPI that the
3 response is behavioral change is a very difficult
4 thing to measure. And MPI doesn't directly monitor
5 that through its campaigns.

6 Sitting here today, would you agree
7 that this is an accurate reflection of MPI's response
8 that's found in the report?

9

10 (BRIEF PAUSE)

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12 MR. BRYCE DOELL: So, the question
13 here is about public safety messaging campaigns. So,
14 for those, we don't look at behavioral change as noted
15 in the response here, but we take a very close look at
16 driver behavior and statistics to inform how those
17 campaigns will be directed and then do look at
18 measures in terms of the reach, the reception, of
19 those messages among Manitobans.

20 MR. CHRISTIAN MONNIN: Right. And I
21 appreciate the response you gave to me earlier about
22 getting more granular in the programs.

23 But, if we look at a 10-year average,
24 the fatalities are relatively flat. So, is it safe to
25 say behaviors are not changing?

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(BRIEF PAUSE)

MR. PATRICK SARGINSON: Yeah, it's Patrick's Sarginson, for MPI.

So, I mean, your question was about whether driver behaviors are changing, and I would say that there's lots of evidence to say that they are changing, but especially coming out of the pandemic, we saw some very serious and dangerous driving behavior on the road. We saw the number of serious offense notices that are filed by police. So, this is when a driver's charged with a listed number of serious offenses in the legislation, they notify the registrar immediately and MPI immediately when those charges are laid.

And what we saw -- what we've seen over the last number of years is that the number of those serious offenses has gone -- has increased quite dramatically, which is very concerning, I think.

And so, even if we're able to hold steady in the number of fatalities and serious injuries, I think that some of MPI's efforts in terms of its programming and its campaigns and other road safety programs that we run that in itself is evidence

1 that we are making a difference out there. But I hope
2 that that answers your question.

3 MR. CHRISTIAN MONNIN: Thank you for
4 that. Still with IR 2-3, Bike Winnipeg. The second
5 question asked in that IR is: How does MPI determine
6 what is an appropriate target rate of change of road
7 safety behaviors?

8 And in response to that MPI provides:
9 as part of its road safety strategy, MPI has set a
10 target of downward trends in the rates of fatalities
11 and serious injuries that exceed the national average.
12 MPI set this target to align with Canada's Road Safety
13 Strategy 2025, and set -- and to set an ambition --
14 I'm sorry, ambitious target beyond that of other
15 Canadian jurisdictions.

16 Is MPI in the position today to share
17 what that ambitious target is? Is that just to be
18 lower than the national average?

19 MR. BRYCE DOELL: Bryce Doell, with
20 MPI. Yes. I think we've shared that before as part
21 of the road safety strategy and that's to achieve a
22 downward trend in the rates of fatalities and serious
23 injuries greater than that of the national average.

24 So, the phrasing there of an ambitious
25 target is that we're not just shooting to maintain the

1 downward trend that we're seeing nationally, but to
2 exceed that. So that's that specific target that's
3 being referenced there.

4 MR. CHRISTIAN MONNIN: And if we could
5 jump to Bike Winnipeg IR 2-5. Here Bike Winnipeg
6 asked MPI if it considered setting numeric targets for
7 its road safety strategy.

8 And in response MPI states that, yes,
9 MPI has considered setting numeric performance targets
10 for its road safety strategy. And I just want to
11 clarify, is it safe to say that MPI hasn't set numeric
12 targets and rather is going just for the more of a
13 reduction year over year?

14 MR. BRYCE DOELL: So, setting a
15 downward trend that exceeds the national average is a
16 numeric target --

17 MR. CHRISTIAN MONNIN: Okay.

18 MR. BRYCE DOELL: -- that could be
19 quantitatively compared to what's being calculated,
20 the national average. So, by definition, that's a
21 numeric performance target.

22 Then I'll also note, the next point
23 here in the IR response as well, that's MPI's long-
24 term vision. And while a vision is certainly
25 different than a performance target or a goal, our

1 vision, there is a future where Manitoba's traffic
2 fatalities and serious injuries are reduced to zero.

3 MR. CHRISTIAN MONNIN: And I apologize
4 if this next question comes out as being flippant.
5 It's certainly not intended to be so.

6 Has MPI turned its mind of when -- how
7 far out does MPI -- being reduced to zero, I know it's
8 -- perfection is always impossible, but is there a
9 moment in time where -- where the Corporation can see
10 that this would occur?

11 MR. PATRICK SARGINSON: Patrick
12 Sarginson, for MPI. So, I don't think that there is a
13 timeframe by which I think any of us can imagine that
14 we would guarantee that we would have zero road
15 fatalities.

16 If this was -- we're not the only
17 jurisdiction working on this, every jurisdiction is
18 working on this. And if there were a simple or an
19 easy way of saying by such and such a year, we'll
20 arrive at zero fatalities, I think we would've come to
21 that already.

22 MPI is one of many players in this --
23 in this environment. And I think those of us working
24 in the field understand that -- that fatalities are
25 the interactions of many different factors from

1 infrastructure to training to law enforcement to
2 public awareness campaigns and even things like
3 weather. You're right, climate plays a factor in
4 whether we have more or fewer fatalities over a
5 winter.

6 So, I just want us to call out that it
7 sounds like a simple thing to do to sort of set a
8 target for the number of fatalities you think we can
9 reduce to. But this is a very complex environment
10 with a lot of different factors. And one of the main
11 factors is -- is individual decision making on the
12 roads. And maybe I'll just sort of stop there

13 MR. CHRISTIAN MONNIN: On the --
14 on the road safety budget, MPI is projecting that to
15 be consistent around \$15 million.

16 Is that safe to say it's stable
17 budgeting?

18 MS. MARIA CAMPOS: That's correct.

19 MR. CHRISTIAN MONNIN: And there was a
20 significant budget increase between 2023/'24 and
21 2024/'25, which was a result of MPI not being able to
22 spend the entire budget amount.

23 Is that fair to say?

24 MS. MARIA CAMPOS: Yes, that's
25 correct.

1 MR. CHRISTIAN MONNIN: And we heard
2 earlier today in questions from My Friends from the
3 PUB that the road safety spend has been consistently
4 below budget for the last five (5) years?

5 MS. NICHOLE ELVEBO: That's correct.

6 MR. CHRISTIAN MONNIN: And is it MPI's
7 position that there's no correlation between a
8 relatively stable budget or spending consistently less
9 to budget and relatively stable fatalities?

10

11 (BRIEF PAUSE)

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13 MS. NICHOLE ELVEBO: Sorry, can I ask
14 you to repeat the question, please?

15 MR. CHRISTIAN MONNIN: Sure. I
16 started off by recalling the evidence of earlier today
17 that consistently for the last five (5) years, the
18 road safety spend has been below budget.

19 And the follow-up question was: Is it
20 MPI's position that there's no correlation between a
21 relatively stable budget and the relatively stable
22 fatalities that we've seen over the last 10 years?

23 MS. NICHOLE ELVEBO: I think what I
24 would say to that is the budgets are established based
25 on estimates of -- of the dollars that will be

1 required to deliver on road safety initiatives.

2 We aspire to capitalize on our budgets
3 on an annual basis. Often what will happen and
4 including in the road safety budget, where we've
5 earmarked funding that results in it being allocated
6 to stakeholders, there are times where they're unable
7 to deliver based on either campaigns or items that
8 they've put forward for inclusion.

9 So, it's not -- I would say just maybe
10 just to punctuate the point, it's not that MPI holds
11 back funding on an annual basis. Our budget is
12 established and that is the goal is to be able to
13 spend to full budget allocation based on the
14 information that we have.

15 Obviously, the relationships we've
16 built with stakeholders and where between that
17 collaboration and collective wider net of stakeholders
18 where that funding should be allocated.

19 MR. CHRISTIAN MONNIN: Thank you. I'd
20 like to ask some questions about Vision zero, and we
21 could go briefly to CAC IR 1-103. And just to take
22 away from this IR is that MPI responds that it's not
23 adopted the Vision Zero strategy of setting a timeline
24 to achieve zero traffic deaths.

25 And in fact, C -- CAC IR 1-103, MPI

1 ultimately advises that all MPI has not yet begun
2 development of its road safety strategy for 2026 and
3 beyond. It does not anticipate that Vision Zero
4 principles will form the strategy.

5 Sitting here today, is that still the
6 case?

7 MR. PATRICK SARGINSON: Yes.

8 MR. CHRISTIAN MONNIN: And if we can
9 go to the Road Safety Technical Conference Report,
10 please. I'd just like to clarify, and make -- I have
11 your evidence here on that answer, but I just wanted
12 to -- to make sure that there's no discrepancy between
13 what the report says and what the IR says. And if we
14 can go to page 35 of 40, please.

15 The paragraph that's right in the
16 middle of the page, the last sentence is, she
17 emphasized that the reliance of MPI's Road Safety
18 Strategy on the principles of Vision Zero to save
19 every life and to prevent collisions knowing the
20 devastating impact that can occur.

21 And if we go a little further down,
22 please, the penultimate paragraph on the page starts
23 "the stakeholder round table."

24 The second sentence, "raising issues
25 like electric vehicles, the planning process and

1 stakeholder engagement, data quality, interpretation
2 following best practices and connecting all these
3 factors to the Vision Zero framework will guide its
4 future work.

5 And again, if we can go to page 37 of
6 40, road safety strategy planning. The paragraph that
7 starts with "ongoing discussions." Ongoing
8 discussions and engagement with stakeholders should
9 clarify how the Vision Zero framework is being
10 integrated into MPI's road safety plan using the safe
11 systems approach.

12 And -- and so is something changed
13 between the time that there was the road safety
14 conference or my understanding of this, it seems to
15 suggest that Vision Zero will be incorporated. And
16 now with the IR saying it won't be. And if so, why is
17 that changed?

18 MR. BRYCE DOELL: Bryce Doell, with
19 MPI. Can I just clarify which IR you referring to?
20 Because I think --

21 MR. CHRISTIAN MONNIN: Certainly.
22 It's CAC 1-103.

23 MR. BRYCE DOELL: Sure. So, it says:
24 "though MPI has not yet begun
25 development of its road safety

1 strategy for 2026 and beyond, it
2 does anticipate that Vision Zero --

3 MR. CHRISTIAN MONNIN: I'm sorry --

4 MR. BRYCE DOELL: -- form that
5 strategy.

6 MR. CHRISTIAN MONNIN: -- I lead
7 everyone down the garden path. So, I think is it safe
8 to say that Vision Zero will inform the road safety
9 strategy?

10 MR. BRYCE DOELL: Yes. That's been
11 consistent from the technical conference to when this
12 IR was filed in August to this date as well.

13 MR. CHRISTIAN MONNIN: Thank you very
14 much. I apologize for wasting everyone's time with
15 that line of questioning.

16 If we can go to -- back to IR 1-7 and
17 this had to do with -- Bike Winnipeg, please. And
18 here the Road Safety Technical Conference report is
19 cited in the preamble where it suggested MPI will look
20 at developing messaging on appropriate road use and
21 what motorists should expect when they're sharing the
22 road with cyclists. Messaging might include something
23 about parked cars and proper left turn etiquette in a
24 shared lane situation.

25 And here, Bike Winnipeg inquired about

1 when MPI will provide an outline of rough schedule for
2 effective consultation delivery of improved messaging.
3 And we've -- we've gone through this in response as
4 consultants that MPI previously said it has consulted
5 and developed messaging in 2024.

6 And how was this messaging communicated
7 in the field by MPI? How was it placed in the market?

8 MR. BRYCE DOELL: Bryce Doell, with
9 MPI. Subject to check, just to make sure we've got
10 the whole picture of it, be billboards, bus ads, as
11 well as digital advertisements.

12 MR. CHRISTIAN MONNIN: And so, these
13 weren't, like, permanent instructional road signs or
14 anything of that nature?

15 MR. BRYCE DOELL: No, we don't have to
16 check that one. There was no permanent road signs as
17 part of this initiative.

18 MR. CHRISTIAN MONNIN: Is there any
19 reason why MPI wouldn't entertain for such a campaign,
20 permanent instructional road signs that could be
21 installed? For example, telling drivers how to pass
22 bicycles on roads and remind them to yield to
23 pedestrians, where there's a mix of cyclists or
24 pedestrians and motor vehicle traffic.

25 MS. MARIA CAMPOS: Maria Campos, MPI.

1 So MPI would not be opposed to permanent signs. But,
2 of course, that does go into infrastructure
3 considerations and -- which some obviously is under
4 the direction and the authority of the province, other
5 being under cities and communities. So, we would
6 expect that consultation would happen in collaboration
7 to work towards that with those partners.

8 MR. CHRISTIAN MONNIN: Thank you. And
9 so that dovetails nicely, Madam Chair, I'm almost
10 done. I'd say in about another five (5) minutes.

11 On the issue of infrastructure, My
12 Friend from CAC asked you some questions about ICBC.
13 We have an IR -- Bike Winnipeg rather has an IR on
14 infrastructure. And I believe the evidence was that
15 that would be a significant change in -- in the
16 mandate of Bike Winnipeg -- sorry, MPI -- if MPI would
17 include infrastructure improvements in its next road
18 safety strategy.

19 What would it -- what would be
20 necessary for MPI to consider the inclusion of
21 infrastructure improvements in its next road safety
22 strategy?

23

24 (BRIEF PAUSE)

25

1 MR. PATRICK SARGINSON: Sorry, could
2 you repeat the question just one more time.

3 MR. CHRISTIAN MONNIN: Certainly.
4 What would be required for MPI to include
5 infrastructure improvements as part of its road safety
6 strategy approach?

7 MR. PATRICK SARGINSON: Yeah. So,
8 Patrick Sarginson, for MPI.

9 So, I think that that is certainly
10 something that could come up through consultations,
11 right. If it was something that stakeholder groups
12 wanted to raise as part of that consultative process
13 around the new strategy.

14 But we'd also have to undertake a fair
15 degree of consultation with government and many other
16 stakeholder groups as well for it to be formally
17 included as part of our -- as part of our strategy.
18 Because as I said before, it would be a fairly large
19 departure from our current man...

20 MR. CHRISTIAN MONNIN: Thank you. I'm
21 going -- I'm going to go into what My Learned Friend
22 Dr. Williams referred to as short snappers.

23 Mr. Doell, I believe I heard your
24 evidence earlier today that MPI is the only entity
25 that's doing in-the-field research on such issues as

1 distracted driving. No other jurisdictions doing
2 that.

3 MR. BRYCE DOELL: Bryce Doell, with
4 MPI. That's not quite correct. There's certainly
5 other jurisdictions that are doing the same sort of
6 research. Manitoba is the only one that's covered
7 those four (4) main contributing factors during the
8 timeframe since 2022 to '24. So other jurisdictions,
9 certainly doing it. But I think Manitoba is a leader
10 in some ways in getting all of that research done.

11 MR. CHRISTIAN MONNIN: And so other
12 jurisdictions are also doing those other -- the same
13 issues, maybe temporarily at a different time and
14 maybe not all four (4) of them together.

15 Is that fair to say?

16 MR. BRYCE DOELL: Generally, that's
17 fair to say. I don't claim to have knowledge of every
18 jurisdiction's piece for research, but the impaired
19 driving study is a good example. That's a national
20 standard, but not every jurisdiction's been able to
21 make it happen for, say, logistical or operational
22 reasons. So, there's not necessarily a set cadence we
23 can point to for other jurisdictions, but there is
24 some overlap about the impaired driving study. A good
25 example of that.

1 MR. CHRISTIAN MONNIN: Thank you for
2 that clarification. I appreciate that.

3 On the issue of clarification, I just
4 want to make sure that Bike Winnipeg properly
5 understands with regards to whether road safety --
6 whether MPI views it as part of its insurance mandate
7 or part of a broader mandate of MPI to train drivers?

8 Is the insurance mandate separate from
9 the road safety mandate. What does this panel say to
10 that question?

11 MS. MARIA CAMPOS: Maria Campos, MPI.
12 We see it as part of our broader mandate.

13 MR. CHRISTIAN MONNIN: And I
14 understand that the province is looking to go Net Zero
15 in 2050. Does that ring a bell to you folks in the
16 panel?

17 And the more specific question is:
18 Does MPI have any involvement with that ambitious goal
19 of Net -- of Net Zero for 2050?

20 MS. MARIA CAMPOS: We currently don't
21 have any information to share on that.

22 MR. CHRISTIAN MONNIN: Fine. Thank you
23 for that. Just last few questions. If we can go back
24 to the report, please. Page 36 of 40. And this is
25 under 'Summary of MPI Commitments and Actions'. And

1 in the second paragraph, driver testing and training.

2 We touched upon this in the IRs, but
3 here MPI noted that the interest of stakeholders and
4 reviewing the driver training handbook and related
5 curriculum to help develop more appropriate
6 educational material in relation to addressing the
7 risk for VRUs.

8 And just for clarity, is MPI making the
9 commitment to revising the driver training handbook
10 and related curriculum collaboration with
11 stakeholders?

12 MS. NICHOLE ELVEBO: Nicole Elbo, for
13 MPI. We are committed to continually updating our
14 driver handbook and do make changes to it on a regular
15 basis and would absolutely consider input from our
16 stakeholders and do regularly consider input from our
17 stakeholders in both our education programming, as
18 well as our driver handbook.

19 MR. CHRISTIAN MONNIN: Thank you. And
20 still under page 36, second paragraph, MPI stated --
21 this is under data and analysis 9.2.

22 MPI stated would conduct further
23 analysis to determine which rules and behaviors new
24 drivers are having difficulty learning and that
25 contribute to failing the knowledge of road tests.

1 Some preliminary data has already been provided to the
2 stakeholders.

3 And for clarity, is MPI making the
4 commitment to share more comprehensive data on
5 knowledge and road test results with interested
6 stakeholders?

7 MS. NICHOLE ELVEBO: Yes. And that
8 commitment was filled in the meeting of August the
9 14th with follow-ups for our next external stakeholder
10 committee meeting.

11 MR. CHRISTIAN MONNIN: Thank you. 36
12 of 40 data analysis, 9.3.

13 MPI stated in -- MPI states in the
14 report that it understands the need to examine the
15 differences both between speeding versus driving too
16 fast for conditions and distracted driving versus
17 careless driving. And we'll have more discussions
18 with the cycling committee on this issue.

19 For clarity, will this discussion take
20 place before the next road safety strategy is
21 developed?

22 MR. PATRICK SARGINSON: So -- sorry,
23 Patrick Sarginson, for MPI.

24 So, if -- if this is an area that
25 stakeholders want us to explore as part of the

1 consultations around the next road safety strategy,
2 it's something that we can definitely have more
3 discussions about.

4 MR. CHRISTIAN MONNIN: Thank you very
5 much. The last question under page 37 of 40, under
6 9.5 road safety strategy planning.

7 MPI states -- or its (INDISCERNIBLE)
8 MPI states that there is a need to develop a planning
9 approach in the near future to accommodate
10 stakeholders in the consultation process for MPI's
11 next iteration of road safety strategy.

12 When will stakeholders be engaged in
13 this process?

14 MR. PATRICK SARGINSON: So, as I
15 stated a bit earlier this morning, it's -- you know,
16 we anticipate consulting the stakeholders sometime in
17 2026, early 2026. I don't think we're prepared to be
18 exactly specific on a month or a day at this point,
19 because we're still a fair ways away from that
20 process.

21 But, as I said earlier, we're looking
22 to take stock of how the strategy has unfolded in the
23 last half of 2025 and then move into developing and
24 consulting with stakeholders in 2026.

25 MR. CHRISTIAN MONNIN: Thank you. I

1 misspoke, I have one last question. Ms. Schubert, if
2 you can take us to page 24 of 28 of the presentation
3 slide deck today. Thank you.

4 This -- the speed display sign program,
5 the third bullet -- fourth bullet down:

6 "Data collected from the signs will
7 be used to analyze speeding behavior
8 by location and time to inform other
9 speeding prevention initiatives."

10 Sitting here today, can MPI identify
11 what those other speeding prevention initiatives would
12 be?

13 MR. BRYCE DOELL: Bryce Doell, with
14 MPI. So, I think the intention would be for it to
15 inform just about all of our speeding initiatives. I
16 think two (2) that I've got to call attention to off
17 the top of my head that, would be relevant, would be
18 public -- like, media campaigns, right.

19 So, similar to how we did with
20 distracted driving or impaired driving, using the
21 results of data to better target where and when we do
22 public messaging.

23 Another good example would be the
24 enhanced enforcement program that we do in law
25 enforcement. So, providing information on where and

1 when speeding is happening to help our partners in law
2 enforcement more effectively do their jobs. So those
3 would be two examples of initiatives. Of course,
4 there would be countless others that other
5 stakeholders would be able to speak to that I'm not
6 able to capture here today.

7 MR. CHRISTIAN MONNIN: Thank you very
8 much. Madam Chair, members of the Board, those are my
9 questions. And members of the panel, thank you very
10 much.

11 PANEL CHAIRPERSON: Thank you. Mr.
12 Gabor...?

13 BOARD CHAIR GABOR: I was going to use
14 short snappers first and I remember that it came from
15 reach for the top. Ms. (INDISCERNIBLE) is too young
16 for that.

17 You talked about the Peguis First
18 Nations Project, pilot project. Can you tell me --
19 you mentioned it and then I think you said it just
20 launched; is that correct?

21 MR. BRYCE DOELL: Yep. So, we ran a
22 pilot project using the higher visibility vests that
23 Patrick spoke about. And then just past -- this past
24 week, we launched the -- kind of the new version of
25 the program, if you will, with backpacks, toques and

1 so forth. So, you know, the development of that
2 program has been ongoing for a little while, but last
3 week was when we actually got into community with the
4 gear.

5 BOARD CHAIR GABOR: Okay. And
6 question in two (2) parts. Are the results of the
7 first pilot available? And how long will the second
8 Pilot, the expanded program continue?

9 MR. BRYCE DOELL: Bryce Doell, with
10 MPI. So, for the pilot, kind of the feedback that we
11 got from Peguis First Nation is that while they were
12 able to distribute some of the vests out to people on
13 the highway who were using it, it didn't get the same
14 or the type of uptick that we were looking for.
15 People weren't using it beyond just that one (1) night
16 when it was handed out at roadside.

17 So, what we're looking to do with this
18 program now is we've got plans to -- to have it in
19 effect for this year and next and assess the impact of
20 it. And if it's, you know, effective, then we'd be
21 looking at continuing it beyond then but for now we
22 just have this year and next.

23 BOARD CHAIR GABOR: Right. So, if
24 it's used those two (2) years, I would expect that in
25 the 2026 strategy it would -- and the results would be

1 available as part of that. Is that correct?

2 MR. BRYCE DOELL: Yep. We would
3 expect to have some results of it. Of course, the
4 caveat with all of this -- with everything regarding
5 road safety is there's often a long tail in terms of
6 the effect.

7 BOARD CHAIR GABOR: Right.

8 MR. BRYCE DOELL: So, I'm not going to
9 say, we'll be able to come with the exact reduction in
10 collision or fatalities in '26, but we'll have a good
11 sense of how well the program ran.

12 BOARD CHAIR GABOR: Okay. Thank you.
13 Kristen, could you go to screen 5 of the MPI
14 presentation. Same presentation.

15 So, I know about the Carberry crash in
16 2023, can you indicate what caused the spike in 2016?
17 Is that a single crash or are those multiple
18 accidents?

19 MR. BRYCE DOELL: Yep. So, in 2016,
20 there's no single event like there was for Carberry in
21 2023. It seems like it's just an anomaly. If you do
22 -- look at enough years, eventually there's going to
23 be year with an outlier

24 BOARD CHAIR GABOR: From 2021 to '22,
25 there's a specific uptick as well. Is it the same --

1 same thing?

2 MR. BRYCE DOELL: Yeah. So, in 2022,
3 there's no single, very severe crash you could point
4 to. It's really, I think what we would call pandemic
5 driving. So, we saw an increase in risk taking in
6 behavior specifically speed and seatbelt use were two
7 (2) contributing factors where we saw an uptick in
8 2022.

9 BOARD CHAIR GABOR: Okay. Kristen,
10 could you go to screen 8.

11 Now, you list these four -- these (4)
12 groupings and later you were talking about the
13 difference between Urban and Rural.

14 Is it possible to break these groupings
15 down by Urban and Rural?

16 MR. BRYCE DOELL: Yes, it is

17 BOARD CHAIR GABOR: Okay. Counsel,
18 could I have an undertaking?

19 MR. STEVE SCARFONE: Yes.

20

21 --- UNDERTAKING NO. 26: MPI to break these
22 groupings down by Urban and Rural.

23

24 BOARD CHAIR GABOR: Okay. Thank you.

25 Do you have any specific programs other than the First

1 Nations programs that target a different message
2 between rural -- urban and rural?

3

4 (BRIEF PAUSE)

5

6 MR. BRYCE DOELL: Yep. So, there's
7 several programs that have a different focus based on
8 whether it's in a rural or urban area. So, the first
9 would be our enhanced enforcement program. So, there
10 we use the results of the studies to work with a
11 different focus in, say, Winnipeg -- Winnipeg Police
12 versus the RCMP in rural areas. So, the RCMP might
13 have more of a focus on seatbelt use as part of their
14 MPI campaigns; Winnipeg would be more focused on
15 distracted driving, for instance.

16 One other area where we see a real
17 divide in the way we do things in rural and urban
18 areas would be our advertising campaigns. So, for
19 example, seatbelt use would be much more highly
20 targeted in rural areas and young people. Again,
21 acting on some of those survey results that we shared.

22 Another program off the top of the head
23 would be ORV, off-Road vehicle workshops that we do
24 with safety services. So, those are primarily done in
25 First Nations. I think that was the subject of some

1 of the questions today. That's very much a rural
2 specific program targeted at a rural issue. So that's
3 a suite of the rural/urban.

4 BOARD CHAIR GABOR: Thank you. My
5 final question is: Do you have access to programs
6 carried out in other jurisdictions, you know, both in
7 Canada, the United States that address these four (4)
8 areas?

9 So, you could see -- I don't know at
10 conferences or whatever, you could see what programs
11 -- what targeted programs work in different
12 jurisdictions?

13 MR. BRYCE DOELL: Yeah. So, the
14 simple answer is, yes. The CCMTA is part of Road
15 Safety Strategy 2025. They maintain a bank of road
16 safety initiatives on their public website. So,
17 anyone can go take a look at it and it outlines
18 programs that have been effective. And it also shares
19 the -- the strength of the evidence for the efficacy
20 of that. And you'll see a lot of overlap there with
21 the programs that we're doing now.

22 BOARD CHAIR GABOR: Now, CCMTA is
23 Canadian?

24 MR. BRYCE DOELL: Yes.

25 BOARD CHAIR GABOR: Is there any

1 access to American information?

2 MR. PATRICK SARGINSON: Yeah. So --
3 Patrick Sarginson, for MPI.

4 So, I'm representing the province on
5 the American Association of Motor Vehicle
6 Administrators. Sorry, it took me a second. So AAMV.
7 So -- and through round tables and conferences,
8 conversations, calls. So, we have discussions with
9 other DMVs in the states and the law enforcement down
10 there, the state troopers usually.

11 So, we do get a sense of what different
12 jurisdictions in the States are doing as well. So, we
13 do have both covered on both sides of the border.

14 BOARD CHAIR GABOR: Thank you. Those
15 are my questions.

16 PANEL CHAIRPERSON: Thank you. Mr.
17 Bass...? Mr. Ireland...?

18 BOARD MEMBER IRELAND: All right, that
19 helps. Just a couple of quick questions.

20 The ERSTPP proposed funding would -- if
21 and when you get the funds, would they be additive to
22 the 15.1 million budget for road safety, or would they
23 be a replacement for the funding that would come out
24 of Basic to fund the two (2) programs that you're
25 going to get the funds for? If that made sense.

1 MR. BRYCE DOELL: Yeah, that's a good
2 question. It would be additive to the existing
3 budget.

4 BOARD MEMBER IRELAND: Okay. And then
5 just on the Driver's 'Z' road test pass -- pass rate,
6 which is 54 percent, which is 19 points ahead of
7 general public, which is kind of scary. That's all
8 they do.

9 You have a target pass rate though for
10 that first road test attempt because you've got
11 fourteen (14) hours of instruction and forty-five (45)
12 supervised practice hours and a final in-car
13 readiness, and I would've expected that the pass rate
14 would be higher than 54 percent.

15 So, do you have a target that you want
16 to get to? And if so, what are you going to do to get
17 them there?

18 MS. NICHOLE ELVEBO: Thank you for the
19 question. Nichole Elvebo, for MPI.

20 I do agree, I would love to see
21 continued improvements in that 54 percent pass rate on
22 the road test. And we will continue to look at
23 improvements in our program that will help students
24 achieve an even higher pass rate over time.

25 One (1) of the things that we have

1 looked at more generally and implemented just recently
2 with a start date actually of November the 1st is a
3 new training support requirement where we are
4 targeting high volume road test takers with additional
5 support in the form of training.

6 So, starting November 1st, we will be
7 requiring all test takers between class 1 and class 5.
8 So, not including our class 6 motorcycle -- motorcycle
9 drivers, we'll require those test takers that have
10 failed the test three (3) times to pursue and confirm
11 with a permitted driving instructor that they have
12 taken five (5) hours of training before they can
13 access a fourth or higher road test.

14 So, before they can book their fourth
15 test, they have to show us that they've gotten those
16 five (5) hours of training and they'll have to do that
17 again before they access their fifth tests and six
18 tests and so on and so forth.

19 We are anticipating that this should
20 help see improvements, not only for the Driver's 'Z'
21 students, but in addition to the general pass rate or
22 at least that is our vision, our goal of introducing
23 that part of the program.

24 BOARD MEMBER IRELAND: So, the high-
25 volume group then is everybody not just the student

1 group?

2 MS. NICHOLE ELVEBO: That's correct.

3 BOARD MEMBER IRELAND: Do you have a
4 target pass rate for the student group like that you
5 want to get to.

6 MS. NICHOLE ELVEBO: My apologies,
7 yes. State the answer to that. We don't have a
8 target at this time, but we are looking to improve.

9 BOARD MEMBER IRELAND: Okay. Thanks.
10 Can I ask one more quick question?

11 The difference between urban and rural
12 with regards to fatalities and there were more
13 fatalities outside of Winnipeg and most of the
14 fatalities were occurring in the Southern region.

15 Is that correct?

16 MR. BRYCE DOELL: Yes, that's
17 accurate?

18 BOARD MEMBER IRELAND: So, what's
19 happening or perhaps not happening in the Southern
20 region, that drive up the fatalities there as opposed
21 to anywhere else?

22 MR. BRYCE DOELL: Yep. So, the -- I
23 guess the first thing to point to is just pure
24 population. So, on just a raw count of fatalities,
25 there's more happening in the south, but on a per

1 capita basis, there's a higher rate of fatalities in
2 the north.

3 BOARD MEMBER IRELAND: Right. But I
4 was thinking just the absolute numbers. It sounded
5 like in the absolute terms of absolute numbers, not
6 per capita, that there are more fatalities in the
7 south.

8 MR. BRYCE DOELL: Yeah. So, it would
9 be, number one, more drivers on the road than you
10 would see in the north, a higher volume of traffic,
11 more people on the road interacting with each other
12 than in the north. And we also see in rural areas
13 higher rates -- or lower rates of seatbelt use, excuse
14 me, and higher rates of speed. Some of that is just
15 the nature of rural travel that speeds are higher than
16 in cities.

17 BOARD MEMBER IRELAND: So, it's those
18 two (2), speed and seat belts really what it comes
19 down to?

20 MR. BRYCE DOELL: Yes.

21 BOARD MEMBER IRELAND: Yeah. Okay.
22 Thanks.

23 PANEL CHAIRPERSON: Ms. Nemeč, any
24 questions?

25 BOARD MEMBER NEMEC: Yeah, just to

1 follow up to Mr. Gabor's question about the number of
2 initiatives that are out there and knowing what
3 initiatives are out there and then talking about the
4 two (2) initiatives that you're pending funding that
5 would increase the scope of what you're currently
6 doing.

7 So, it just begs the question to me, if
8 that funding hadn't been received, that those two (2)
9 initiatives are very worthwhile.

10 Is there a process that would allow
11 funding within MPI? Is there a business case scenario
12 or something that would allow you a situation where
13 there is initiative that can help reduce deaths and
14 also maybe reduce major claims?

15 Is there a venue or a vehicle for you
16 to be able to go forward to have those budgets changed
17 or increased? I know Mr. Kolaski talked about the '24
18 this GRA being a stretch budget. So just curious as
19 to when good initiatives come up, how you can get
20 those implemented in the system.

21

22 (BRIEF PAUSE)

23

24 MR. BRYCE DOELL: Bryce Doell, MPI.
25 So just a point of clarification first on the ERSTPP

1 funding. So, one of the criteria for that funding
2 that transport Canada places on it is that there has
3 to be budget in place already for that program.

4 So, in these cases, we are doing the
5 speed study and the First Nations Gear program with or
6 without federal funding. It's just a matter of how
7 big and how fast we go and that's where the federal
8 funding comes in.

9 So, I just want to make sure we're
10 clear on that point that these aren't contingent on
11 receiving that federal funding. It's just the timing
12 and the scale of that.

13 BOARD MEMBER NEMEC: Okay. Thank you.
14 And then so the other -- the other part of the
15 question is really; how do you go forward to look for
16 budgetary funds for new initiatives should you find
17 them? And should they impact sort of the overall,
18 maybe top-down budget that you're working with
19 probably this -- this GRA.

20 MS. MARIA CAMPOS: Maria Campos, for
21 MPI. The answer to that is the budget and the -- the
22 funding envelope is reviewed on an annual basis. And
23 so, we look at initiatives that we've seen sometimes
24 success sometimes through stakeholder engagements,
25 sometimes through indicators that are telling us that

1 there's a problem in a specific area.

2 And so, what I would say to you is
3 initiatives are reviewed on an annual basis, although
4 the allocation of funding, I'm going to use the word
5 fixed, but I don't want that to be taken as it never
6 changes. There's an allocation that's zero marked on
7 an annual basis for road safety.

8 The envelope that those funds are
9 allocated to and/or used for are reviewed on an annual
10 basis to ensure that where we -- we do provide that
11 funding that we are creating targeted approaches and -
12 -- and measures in order to be -- in order to impact
13 road safety to the greatest point.

14 BOARD MEMBER NEMEC: Thank you for your
15 answer. And that's it. That was my only question.
16 Thank you.

17 PANEL CHAIRPERSON: Thank you, Mr.
18 Guerra...?

19 MR. ANTHONY GUERRA: Excuse me. Just
20 one question on redirect.

21

22 RE-DIRECT EXAMINATION BY MR. ANTHONY GUERRA:

23 MR. ANTHONY GUERRA: Mr. Doell, you
24 recall that there were some questions posed to you
25 this morning on the automated license plate reader

1 program. Do you recall those?

2 MR. BRYCE DOELL: I do. Yes.

3 MR. ANTHONY GUERRA: And the line of
4 questioning produced a response from you. I'm going
5 to paraphrase, please don't -- of feel free rather to
6 correct me if I'm misquoting you.

7 But that one of the impacts of the
8 program is to identify those individuals who are not
9 licensed, has suspended license, suspended,
10 registration and things like that, correct?

11 MR. BRYCE DOELL: That's correct, yes.

12 MR. ANTHONY GUERRA: Are there any
13 aspects of the automated license plate reader program
14 that play into the -- the objectives of road safety
15 terms of reducing fatalities and serious injuries?

16 MR. BRYCE DOELL: Yes. So that's
17 really the value for us of the LPRs is their ability
18 to let law enforcement know when there's a potentially
19 a suspended driver who's continuing to drive, even
20 though they're suspended.

21 And why that's so important is that the
22 rate of involvement in fatal collisions for drivers
23 with a suspension in their history is about 80 percent
24 higher than those who've never been suspended. And I
25 think we'd be naive to think that just because a

1 driver suspended doesn't mean that they're not going
2 to still drive from time to time. So, this is a
3 really valuable tool that we can put in the hands of
4 law enforcement to identify those risky suspended
5 drivers, and to help pull them off the road.

6 MR. PATRICK SARGINSON: Patrick
7 Sarginson, for MPI.

8 And just to sort of pick up on and
9 further expand on what Bryce was saying there a moment
10 ago, there's a bit of research coming out of the
11 States on the number of drivers who are actively
12 driving while suspended and that research, although
13 it's several years old now said, that the number was
14 about 7 percent of drivers on the roadway who are
15 actively suspended at point in time, which when you
16 take into context with what Bryce is saying around how
17 many of those drivers potentially will be involved in
18 a fatal collision, that sort of underlines the value
19 of those automated license plate readers.

20 MR. ANTHONY GUERRA: Thank you. I
21 have no further questions.

22 PANEL CHAIRPERSON: Thank you. It's
23 just about five to 3:00 right now. We'll take the
24 afternoon break and come back at 3:15.

25 When we come back, the Board will

1 provide its decision with regards to Manitoba Public
2 Insurance's motion seeking confidential treatment of
3 the multi-year Corporate Strategic Plan and two (2)
4 other documents. So, we'll be on the confidential
5 record. Those in the room who will be participating
6 in that portion of the hearing will be Counsel and
7 advisors who have signed NDAs. Thank you.

8

9 --- Upon recessing at 2:45 p.m.

10 --- Upon resuming at 3:28 p.m.

11

12 PANEL CHAIRPERSON: Thank you for your
13 patience, everyone. We'd like to proceed now, please,
14 with the testimony of the MPI Customer and Product
15 Panel.

16 Mr. Scarfone, would you introduce your
17 Panel, please, after which they'll be sworn in.

18 MR. TODD ANDRES: Sorry, Madam Chair,
19 I apologize.

20 PANEL CHAIRPERSON: Oh, I'm sorry.

21 MR. TODD ANDRES: If I could just jump
22 in. There was an undertaking left outstanding from
23 the Ratemaking Panel on Friday. If I could just read
24 that into the record, I've had correspondence with Mr.
25 Guerra, and he's anticipating it being read in.

1 PANEL CHAIRPERSON: Yes, please do.

2 Thank you, Mr. Andres.

3 MR. TODD ANDRES: The undertaking is -
4 - and sorry, Mr. Scarfone, I understand there'll be a
5 response to this, which may be more complicated than a
6 simply 'yes' or 'no'.

7 Are you in a position to be able to
8 respond?

9 MR. STEVE SCARFONE: I can say 'yes'
10 or 'no', but perhaps let me just see what Mr. Guerra
11 has to say, but go ahead.

12 MR. TODD ANDRES: Well, then perhaps
13 in -- in that case then, we'll defer the undertaking
14 until Mr. Guerra is here, and he can respond on behalf
15 of the Panel.

16 MR. STEVE SCARFONE: Yes, because
17 you've had this exchange with him over email, correct?

18 MR. TODD ANDRES: Indeed.

19 MR. STEVE SCARFONE: Yeah.

20 MR. TODD ANDRES: Okay. Thank you.
21 My apologies, Madam Chair. We can proceed with the
22 Panel.

23 PANEL CHAIRPERSON: Thank you. Mr.
24 Scarfone...?

25 MR. STEVE SCARFONE: Thank you, Madam

1 Chair. So, here before you is, as you've indicated,
2 the Customer and Product Panel, a large Panel that
3 will include benchmarking and touches upon the Basic
4 insurance model, generally.

5 All of the Panel members -- all of whom
6 will be familiar to this Board, Some of whom will have
7 to be sworn, some not, but I will begin by introducing
8 them.

9 Moving to the right, we have Scott
10 Patton, Manager of Customer Insights and Analytics;
11 beside him is Maria Campos, Vice-president and Chief
12 Customer and Product Officer; Curtis Prystupa,
13 Customer Value Proposition Lead; Robert Smithson,
14 Manager of Customer Value Proposition; and Simmi Mann,
15 Customer Value Proposition Lead.

16 In the back row support is Amanda
17 Hildahl, our Director of Strategy, and Patrick
18 Sarginson, Register and Director Product Design.

19 I understand Ms. Campos will be leading
20 off a presentation That will be a collective effort
21 from the Panel. And so, she will do that once the
22 witnesses are sworn.

23

24 CUSTOMER AND PRODUCT PANEL:

25

1 SIMMI MANN, Affirm

2 ROBERT SMITHSON, Affirm

3 CURTIS PRYSTUPA, Affirm

4 SCOTT PATTON, Affirm

5 MARIA CAMPOS, previously Sworn

6

7 EXAMINATION-IN-CHIEF BY MR. STEVE SCARFONE:

8 MR. STEVE SCARFONE: And Ms. Campos,
9 are you ready to proceed? And just confirm for me,
10 please, that this particular presentation will be
11 marked as an exhibit as evidence in this proceeding.

12 MS. MARIA CAMPOS: Yes, that's
13 correct.

14 MR. STEVE SCARFONE: Thank you.

15 MS. MARIA CAMPOS: Good afternoon. As
16 I stated this morning in the Road Safety Presentation
17 Panel, my name is Maria Campos. I'm the vice-
18 president and chief customer and product officer for
19 Manitoba Public Insurance. And I'm pleased to be with
20 you here today as we review MPI's customer and product
21 information through the Panel's discussion.

22 Just to add a little bit more context
23 to today's presentation, the session will begin with
24 an overview of the customer service measures, which
25 will be presented by Scott Manager -- Scott Patton,

1 Manager of Customer Insights and Analytics.

2 This will be followed by a presentation
3 on the Basic insurance model presented by Curtis
4 Prystupa, the customer value proposition lead, and
5 will include a topline review of the recently
6 completed public consultation.

7 The presentation will be wrapped up by
8 Simmi Mann, who will provide us with a Vehicle For
9 Hire summary.

10 Our goal today is to provide
11 transparency into MPI's efforts to understand and make
12 progress towards the reduction of cross-subsidization
13 of drivers on the lower end of the Driver Safety
14 Rating Scale by drivers that are higher on the Driver
15 Safety Rating Scale.

16 The Panel will focus on the importance
17 of data collection and analysis, required regulatory
18 changes, and the results of the recently completed
19 Basic insurance model, public consultation.

20 I'd like to now turn the presentation
21 over to Scott Patton to begin. Scott is the manager
22 of customer insights and analytics. Thank you.

23 MR. SCOTT PATTON: Thank you, Maria.
24 This is Scott Patton speaking. I'm here today to talk
25 about our customer service measures and lend some

1 context as to why we collect them and what we use them
2 for.

3 Customer service measures help us to
4 understand how we are doing, areas for improvement,
5 and initiatives that would improve overall customer
6 experience. They allow us to compare our customers'
7 experience to industry benchmarks and historical
8 baselines.

9 Measuring things like customer
10 satisfaction and the Forrester's CX index is the first
11 step in our measure, think, act cycle. In the cycle,
12 measure answers the question, How are we doing, and it
13 helps us to identify customer experiences or journeys
14 that are healthy and those that need improvement.

15 Think in this cycle answers the
16 question, Why is it that way. It is the process of
17 using driver analysis, root cause analysis, and gap
18 analysis to identify specific opportunities to improve
19 the customer experience.

20 Act in this cycle answers the question,
21 How can we do better for our customers. It is the
22 process of using situational analysis to identify and
23 align opportunities for improvement to initiatives
24 that support our strategic pillars.

25 Success measures for initiatives

1 include tracking measures that matter. These are the
2 signal indicators -- I apologize -- the signal
3 indicators that help us to identify the opportunity
4 originally taking us back to the measure part of the
5 cycle.

6 I'd now like to just walk through an
7 example of the -- this cycle in action. When we're
8 measuring our CX index score in February, 2024, we
9 achieved an overall score of 69. The CX index ranges
10 from zero to 100. And Forrester segments the CX index
11 into buckets of very poor, poor, okay, good, and
12 excellent.

13 According to these segments, that
14 Forrester assigns, 69 is at the top of the okay
15 segment, just below the threshold for good. Our score
16 of 69 is ahead of the industry in Canada overall, and
17 this is the auto insurance industry in Canada overall,
18 according to other Forrester metrics, and it's on par
19 with leading private insurers in the industry,
20 although we are lagging behind SGI. who sits in the
21 mid-70s.

22 At MPI, we want our customers to have a
23 good experience at minimum, so we dig into our
24 customer service measures to help us understand where
25 our greatest opportunities for improvement are.

1 Analysis of the CX index score at the
2 journey level reveals that some customer experiences
3 achieve a score that puts them in the excellent
4 segment while others fall below our overall calling --
5 serving as a call to action. Next slide, please.
6 Thank you.

7 Physical damage claims, for example,
8 are an area where the CX index and customer
9 satisfaction scores have had year-over-year declines.
10 Customers going through a straightforward or simple
11 claims score of 72 on the CX index while those going
12 through a complex claim, such as a total loss or a
13 non-drivable claim, score only a 63.

14 Satisfaction among physical damage
15 clients has dropped to a 62 percent. When we ask the
16 question why, we find specific focus areas for damage
17 claims overall that include timeliness; so, this
18 includes overall cycle times time to move through the
19 different milestones in a process.

20 Communications is also a primary focus;
21 this includes resolving issues of problems quickly,
22 communicating decisions and next steps to -- to
23 claimants, and having a single point of contact
24 throughout the process.

25 Information -- effectiveness is a third

1 major area where we find concern for physical damage
2 claims, including customers feeling prepared, knowing
3 what the next steps are going to be and knowing where
4 they are in the process themselves.

5 Initiatives that are currently underway
6 to improve the customer experience for physical damage
7 claimants include, from a timeliness perspective,
8 overall cycle times are being addressed by addressing
9 the backlog of claims as well as technical training
10 for staff so that they can move through that process
11 without hiccups.

12 We're also implementing appointment
13 management systems and setting service standards that
14 are aligned to customer expectations for passing
15 specific milestones from a timeliness perspective.

16 From a communications perspective,
17 we're using customer service training and technical
18 training to ensure that staff are communicating in
19 ways that enable customers to understand the process
20 and the decisions made along the way.

21 And from an information perspective
22 -- or for -- information effectiveness perspective, we
23 have developed communication applications where
24 customers receive an email following specific
25 milestones in the process, such as opening a claim or

1 meeting with an adjuster.

2 This information -- or these emails
3 provide relevant information to the claim and to the
4 next steps in the process, getting the right
5 information to the customer at the right time.

6 These initiatives are expected to
7 result in improvements for our overall customer
8 experience and, specifically, for some of our most
9 vulnerable customers in the claims process. Thank
10 you. And I'll now pass it over to my colleague,
11 Curtis.

12 MR. CURTIS PRYSTUPA: Thank you,
13 Scott. Curtis Prystupa here. Good afternoon. And
14 thank you for the opportunity to present to you today.
15 In the 2025 General Rate application MPI submitted an
16 update to the basic insurance model evolution as part
17 of the Basic Autopac coverage chapter.

18 This presentation highlights three (3)
19 main aspects of our update; first, the importance of
20 data collection and regulation changes; second, a
21 brief overview of our project plan updates; and third,
22 the 2024 Basic insurance model public consultation
23 high level overview. Next slide, please.

24 As detailed in the 2024 GRA, driver
25 data collection will enable robust analysis that

1 answers the important financial and demographic
2 questions shown here in addition to other important
3 factors that will lead to a recommendation of a future
4 insurance model.

5 As quoted from the 2024 GRA, this
6 recommendation will strive to strike a balance between
7 risk rating accuracy, customer experience, managing
8 rate dislocation, customer preference, stakeholder
9 interests, and industry best practices.

10 In the 2024 GRA, Interveners were
11 clear in their positions that they believe MPI already
12 has the legislative authority to collect the necessary
13 data through the use of forms.

14 MPI's proposed process for data
15 collection, which does not involve the use of a form,
16 involves several methods of communication to educate
17 customers and set expectations for data collection
18 followed by a conversation with policyholders at their
19 renewal period to gather the necessary driver
20 information.

21 This method to collect data is expected
22 to deliver many benefits compared to a form, including
23 but not limited to better data quality and increased
24 customer comfort and willingness to provide driver
25 data.

1 Additionally, the regulation changes
2 that we need are not limited to the method of
3 collection. Regulation changes are also needed to
4 provide MPI with the authorization to collect
5 information from registered owners about individuals
6 other than themselves.

7 In addition, MPI has stressed the
8 importance of making it a requirement for registered
9 owners to provide driver data rather than on a
10 voluntary basis in order to reduce favorable self-
11 selection as much as possible to ensure data quality
12 high enough for analysis.

13 This requirement, along with tactics
14 that could be used to compel registered owners to
15 provide driver data, also require legislative
16 authority that does not exist today. Next slide,
17 please.

18 Several tweaks to the Project plan were
19 detailed in this year's GRA, including the insertion
20 of a new public consultation which I will provide an
21 overview of shortly.

22 With the addition of this public
23 consultation combined with a change in when we were
24 able to begin collecting data there has been a twelve
25 (12) month total shift to the overall project

1 duration, which is now estimated to conclude on April
2 1st, 2029. Next slide, please.

3 Based on feedback MPI received from the
4 2024 a backed by the MPI Board of Directors and the
5 government of Manitoba, MPI decided to engage Leger
6 Marketing, formerly Energy Research, to conduct a
7 public consultation to understand the opinions of
8 Manitobans on the Basic insurance model.

9 Leger conducted this engagement via two
10 (2) distinct phases, the first being the qualitative
11 research which ran in June and -- and July of this
12 year and engaged one hundred and five (105) Manitoban
13 adults with valid driver's licences through an online
14 discussion forum featuring polls and surveys on a
15 variety of topics related to the Driver Safety Rating.

16 Virtual focus groups were also used to
17 generate live discussion. These discussions coupled
18 with feedback captured through the debrief session
19 Leger hosted with MPI, the Public Utilities Board, and
20 Interveners were used to inform the qualitative --
21 quantitative research. Pardon me.

22 Leger executed this second quantitative
23 phase throughout August with a random representative
24 sample of over sixteen hundred (1,600) Manitobans to
25 gather opinions on various topics related to the

1 Driver Safety Rating. Next slide, please.

2 As we get into the key findings, there
3 are five (5) main headings that we think highlight the
4 key opinions of Manitobans on this topic that I will
5 take you through.

6 First, regarding familiarity with the
7 DSR system and how vehicle insurance prices are
8 calculated, nearly two thirds, or 64 percent, of
9 Manitobans say they understand how vehicle insurance
10 prices are calculated in Manitoba almost all, or 91
11 percent, of Manitobans are at least somewhat familiar
12 with the Driver Safety Rating system with half, or 52
13 percent, being very familiar. Nex slide, please.

14 Next, regarding the perceptions of
15 Manitobans regarding the current DSR system, nearly
16 eight in ten (10), or 79 percent, of Manitobans
17 believe the current DSR system is fair at how it
18 affects the price for vehicle insurance.

19 Additionally, despite illustrating
20 scenarios where some drivers leverage the DSR system
21 to influence insurance premiums, Manitobans largely
22 don't have significant concerns with the current
23 situation, with only 11 percent seeing these scenarios
24 as a serious problem. Next slide, please.

25 Now this particular question has been

1 alluded to a couple of other times earlier in
2 hearings, so I'll just call -- call attention to this.
3 When we look at affordability and the importance of
4 various factors to Manitobans, three quarters, or 73
5 percent, of Manitobans indicated that they find
6 vehicle insurance in the province affordable today.

7 The most important factors for vehicle
8 insurance, those that are top of mind to Manitobans
9 when considering vehicle insurance, were
10 affordability, rewarding safe driving/discouraging
11 high risk driving, and ease of doing business with
12 MPI. Next slide, please.

13 Looking at model preferences, when the
14 choices were limited to only the three (3) potential
15 alternate models, which were -- which were given as
16 options, the primary driver, combined driver, or
17 listed driver models, most, or 57 percent, prefer the
18 primary driver model.

19 When the choices are expanded to
20 include the current registered owner model, nearly
21 half indicated a preference for the current -- the
22 current registered owner model.

23 Next, a line of questioning was asked
24 to under -- understand Manitobans' support for change
25 of the Basic insurance model when considering the

1 percentage of premium changes.

2 With a scenario that had no changes to
3 premium discounts, about a third of respondents
4 support -- supported a change. When premium changes
5 would range between 1 and 6 percent, the number
6 flipped, and two thirds of respondents support --
7 supported a change at that point. Next slide, please.
8 Thank you.

9 Looking at the current model and three
10 (3) potential alternate models, customer preference
11 remains similar between the most recent public
12 consultation that was completed this year compared to
13 the 2019 public consultation, with the current
14 registered owner model being preferred by nearly half
15 of Manitobans while primary driver, which was likely
16 to raise the accuracy of rating risk only slightly
17 compared to the current model, was consistently the
18 next most preferred model of Manitobans.

19 Thank you for your time. I will now
20 hand off to Ms. Mann for her presentation on vehicles
21 for hire.

22 MS. SIMMI MANN: Thank you. Simmi
23 here. I'd like to thank everyone for the opportunity
24 to speak once again on Vehicles For Hire.

25 So, starting with a recap and summary

1 from the 2024 GRA. So, in the 2024 GRA, MPI filed the
2 revised Vehicle For Hire framework for PUB approval.
3 This included the introduction of a transportation
4 network company, or TNC blanket policy,
5 decommissioning of the time ban model, and
6 transitioning all full-time VFH insurance uses.

7 The product -- the proposed product
8 changes were informed based on the VFH framework
9 review presented in the 2023 General Rate Application.

10 Concerning the TNC blanket policy,
11 while MPI initially included the per kilometer rate
12 for approval in its application, it ultimately had to
13 withdraw the request for approval due to data
14 confidentiality concerns from a TNC stakeholder.

15 Through the Information Request
16 process, the data underlying the derivation of the per
17 kilometer rate was requested by PUB and Interveners,
18 which ultimately led to these concerns.

19 This specific TNC stakeholder had
20 provided their proprietary data to assist MPI in the
21 rate build process. As a result, MPI requested
22 approval for the blanket policy framework in absence
23 of the per kilometer rate. It further indicated that
24 it would apply for approval of that per kilometer rate
25 in the 2025 GA.

1 To address concerns related to data
2 confidentiality MPI requested a directive to limit the
3 commercially sensitive data from being reviewed
4 outside of PUB, PUB advisors, and PUB council, and
5 this was based off the stated position of the TNC
6 stakeholder.

7 PUB Order 145/'23 indicated that PUB
8 did not approve of the VFH framework. Concerning the
9 TNC blanket Policy, the PUB indicated they required
10 evidence on all aspects of the policy, so the product
11 framework, the pricing, and the rates, before
12 providing overall approval.

13 Second, they dismissed the relief
14 sought by MPI relative to the requested directive.
15 The PUB indicated that they could not determine based
16 on the evidence before them that the TNC had a valid
17 claim around data confidentiality and, further, that a
18 submission of evidence was required to support this
19 specific claim for confidentiality.

20 So, this brings us to the 2025 GRA. as
21 we're all aware, MPI did not file VFH product changes
22 or a revised VFH framework for approval in the 2025
23 GRA.

24 Concerning TNC blanket policy, earlier
25 this year, MPI did communicate PUB orders and required

1 next steps to the TNC stakeholder. As I did not
2 receive communication from the TNC regarding
3 compliance with PUB orders, it was not able to include
4 the TNC blanket policy in the Application -- or in the
5 current Application.

6 As a result, the TNC blanket policy is
7 currently deferred. It is important to note that the
8 status of the TNC blanket policy will not impact
9 further development of blanket policies for other
10 commercial stakeholders.

11 Concerning VFH insurance uses and the
12 Taxi Coalition, earlier this year, the TC indicated
13 that they did not want to pursue a part-time taxi
14 model. They indicated that their members had largely
15 returned to full-time operation post pandemic and that
16 they were not interested in this model.

17 The TC has indicated interest in a taxi
18 blanket policy. And as a result, MPI and the TC are
19 jointly assessing the feasibility of this model for
20 Manitoba taxis.

21 In reviewing feedback from the PUB as
22 well as hearing TC concerns related to limited part-
23 time options for taxis, MPI is currently retaining the
24 time ban model.

25 In terms of the future of the VFH

1 framework and next steps, MPI will continue to work
2 with VFH stakeholders independently on insurance model
3 development outside of a revised VFH framework. So,
4 an example of this is the work that's currently being
5 done between MPI and the TC, scoping the potential
6 taxi blanket policy.

7 As MPI and the TC continue their work,
8 the time bend model will remain accessible to all VFH
9 owners and operators.

10 Concerning the TC blanket policy, MPI
11 will reassess the TNC blanket policy based on future
12 TNC stakeholder engagement.

13 Concerning the taxi blanket policy, MPI
14 and the TC will continue their joint examination of
15 the blanket policy. Currently, we are confirming
16 aspects such as the rating variable, determining what
17 coverage periods would look like in a taxi model,
18 assessing this against dispatching software
19 capabilities, and confirming policy structure. And I
20 believe this concludes our presentation.

21 MR. STEVE SCARFONE: Thank you, Panel
22 members. Just a couple follow-up questions. One (1)
23 for Ms. Mann and one (1) -- or two (2) for Mr.
24 Prystupa. Well, let's move backwards since we have
25 that slide before us.

1 Ms. Mann, do I take that slide to mean
2 in your comments that it could be that a blanket
3 policy moves forward for the taxi group, but not
4 necessarily for the ridesharing companies?

5 MS. SIMMI MANN: This is correct.

6 MR. STEVE SCARFONE: And if you go to
7 slide 7, please, Kristen -- or 17, sorry.

8 And we see there a summary of what
9 occurred at last year's hearing. I'm looking at the
10 middle of the screen where it reads, "MPI requested
11 approval for a blanket policy framework in the absence
12 of the per kilometer rate."

13 So, firstly, the per kilometer rate was
14 the data that the corporation required to price the
15 new product. Is that right?

16 MS. SIMMI MANN: The per kilometer
17 rate was the rating variable associated with the TNC
18 blanket policy.

19 MR. STEVE SCARFONE: And that would've
20 been used to determine premiums?

21 MS. SIMMI MANN: Yes.

22 MR. STEVE SCARFONE: Is there another
23 rating variable that's available to the Corporation to
24 move such a product forward?

25 MS. SIMMI MANN: With this specific

1 stakeholder the preferred rating variable and the
2 industry standard was always kilometers. The other
3 aspect is that the issue of data confidentiality is
4 not just subject to the product development and
5 approval aspect.

6 We felt that this concern would remain
7 given the small pool of stakeholders. Even if the
8 policy were hypothetically approved and went into
9 force, once we start going through the General Rate
10 Application process and data is requested, such as,
11 you know, premiums surcharges kilometers could be
12 claims by period and such, that this again would
13 highlight confidentiality concerns for the TNC
14 stakeholder.

15 MR. STEVE SCARFONE: I see. Thank
16 you. Could the existing taxi data that the
17 Corporation has be used to develop a blanket policy
18 for the Taxi Coalition?

19 MS. SIMMI MANN: Well, currently we
20 are working on that at this time. Of course, we don't
21 collect kilometers from taxis at this moment, but
22 right now, we're confirming to begin examination with
23 kilometers based on collaboration with the TC.

24 MR. STEVE SCARFONE: Okay. Thank you
25 for that. And for Mr. Prystupa, sir, you mentioned

1 the public consultation that the Corporation you
2 recently undertook?

3 MR. CURTIS PRYSTUPA: That's correct.

4 MR. STEVE SCARFONE: And is that
5 consultation now complete?

6 MR. CURTIS PRYSTUPA: Yes, it is.

7 MR. STEVE SCARFONE: And the next step
8 I expect, sir, would be the regulatory change for the
9 collection of data?

10 MR. CURTIS PRYSTUPA: Yes. That is
11 the next -- the next step in the schedule.

12 MR. STEVE SCARFONE: And do the
13 results of the public consultation have any bearing on
14 whether the Corporation proceeds with its request of
15 government for regulatory change?

16 MR. CURTIS PRYSTUPA: No.

17 MR. STEVE SCARFONE: And has that
18 process to make those amendments to the regulations
19 been started yet with government?

20 MS. MARIA CAMPOS: Maria Campos. The
21 report has been shared recently with government, and
22 those conversations are pending. We expect those to
23 happen shortly.

24 MR. STEVE SCARFONE: Okay. Thank you
25 for that. Those are all my questions for the Panel,

1 Madam Chair.

2 PANEL CHAIRPERSON: Thank you. Ms.
3 Moore...?

4 MS. KARA MOORE: Certainly. If I
5 could just have thirty (30) seconds. Thank you.

6

7 (BRIEF PAUSE)

8

9 CROSS-EXAMINATION BY MS. KARA MOORE:

10 MS. KARA MOORE: So, good afternoon to
11 the Panel. Again, my name is Kara Moore. I'm one (1)
12 of the counsel for the Public Utilities Board. And
13 I'll ask my questions generally to the Panel, and
14 whoever feels best suited to answer can -- can go
15 ahead and do so.

16 So, I'd like to start with some
17 questions about customer service benchmarking,
18 specifically with respect to the Forrester engagement.

19 So, as you explained today, MPI has
20 engaged Forrester Research Inc. to provide customer
21 experience metrics tailored to its business model.

22 MR. SCOTT PATTON: Scott Patton
23 speaking. Yes.

24 MS. KARA MOORE: And when did the
25 corporation first retain Forrester?

1 MR. SCOTT PATTON: Our relationship
2 with Forrester began in 2018.

3 MS. KARA MOORE: Thank you. And you
4 spoke earlier about the Forrester CX index score,
5 which ranges from zero to a hundred and provides
6 measures of customer quality and loyalty. Is that an
7 accurate summary of the CX index score?

8 MR. SCOTT PATTON: Yes, it is.

9 MS. KARA MOORE: And Forrester gathers
10 this information through regular customer surveys
11 throughout the year?

12 MR. SCOTT PATTON: We gather the
13 information in the last quarter of the fiscal year
14 pertaining to interactions happening immediately prior
15 to that, yes.

16 MS. KARA MOORE: Okay. Thank you.
17 The most recent survey I think you've outlined in your
18 application was in February of 2024?

19 MR. SCOTT PATTON: That is correct.

20 MS. KARA MOORE: Okay. And is that
21 still true today?

22 MR. SCOTT PATTON: That is correct,
23 yes.

24 MS. KARA MOORE: Thank you. And based
25 on the most recent survey results, MPI scored 69 on

1 the index score, which is just below a good
2 performance rating, and it falls into the range of
3 okay performance?

4 MR. SCOTT PATTON: Yes, that is
5 correct.

6 MS. KARA MOORE: This is a slight
7 decrease from the score MPI received in 2022/'23,
8 which was 69.9?

9 MR. SCOTT PATTON: Correct?

10 MS. KARA MOORE: What does MPI
11 attribute this decrease to?

12 MR. SCOTT PATTON: I wouldn't
13 necessarily call it a decrease at this point. I -- I
14 think there's a lot of reasons that we couldn't make
15 progress that are -- are well -- well-documented and -
16 - and thought out throughout the year.

17 The timeframe that we were measuring
18 was right after the strike, and customers were in a
19 very, very poor state. So, I believe actually 69
20 could be celebrated at that point, that we did not
21 slip further.

22 MS. KARA MOORE: Okay. Ms. Schubert,
23 if we could bring up page 11 of the benchmarking
24 chapter. Thank you.

25 So, if we look at the bullet points

1 listed here, it looks like there was a decrease in
2 Forrester's rating of MPI in the majority of the items
3 listed with exception to the last one, I believe --
4 oh, the -- the last two (2).

5 Of particular note for physical damage
6 claims, the first bullet point, MPI's rating decreased
7 from 78 percent in 2022/'23 to 62 percent.

8 Does MPI have any understanding of what
9 caused this decreased in -- decrease in particular?

10 MR. SCOTT PATTON: So, I'll start with
11 just a correction of understanding here. These scores
12 are based on our tracking surveys that we conduct
13 throughout the year. The Forrester methodology gives
14 us the overall CX index score, which then allows us to
15 understand the drivers behind that.

16 This is -- the numbers here are
17 tracking of our experience throughout the year; it
18 doesn't change the numbers at all. The physical
19 damage claims, yes, slipped from a 78 to a 62. And
20 our presentation spoke about some of the primary
21 drivers that we see there.

22 So, the timeliness aspect, the
23 information effectiveness, and communications aspects
24 are very much identified through our gap analysis and
25 our root cause analysis as the primary areas of focus.

1 MS. KARA MOORE: Thank you. If we
2 could scroll down to page 12 of the benchmarking
3 chapter, at the very bottom of the page.

4 So, it says -- I'm just starting at the
5 very last sentence. And then, Ms. Schubert, I'll have
6 you scroll as I read. It says that:

7 "Continuous improvement initiatives
8 are underway to introduce
9 operational efficiencies that will
10 reduce cycle time, increase
11 communication efficiency, and
12 provide better information to
13 customers throughout the claims
14 process."

15 So, just to follow up on that, what are
16 the continuous improvement initiatives that are
17 addressing the decline in experience among customers
18 involved in claims?

19 MR. SCOTT PATTON: Right. So again,
20 in our presentation, we highlighted a few of these.
21 First and foremost, clearing the backlog of claims has
22 been very important. As we heard in previous -- you
23 know, that backlog is now the end in sight. So, that
24 was very important from a timeliness perspective.

25 Other initiatives, bringing up our key

1 management systems that we're introducing, you know,
2 allowing customers better clarity on length of service
3 and how much time is going to be taken.

4 Other things that we've introduced
5 around a communication aspect include our email
6 notifications. So, following a first notice of loss,
7 a customer receives an email. It has information
8 about next steps, links to information, and an
9 indication of where they are in the process.

10 We're also looking at things like staff
11 training in terms of understanding the process. So,
12 specifically in our claims area, we have turnover of
13 staff that has introduced a lot of new adjusters to
14 the process.

15 Getting them up to speed on processes
16 is a benefit to the customer, you know, in and of
17 itself, and then customer service training as well, so
18 things like how long should we be taking to respond to
19 customers in terms of questions, what kind of
20 information that we need to give to customers to
21 satisfy the question and to answer their needs.

22 So, you know, customer service training
23 and process training are very important.

24 MS. KARA MOORE: Thank you. I can
25 bring you to a reference if you need, or you can take

1 my word for it. And I apologize if you addressed this
2 in your presentation and I missed it.

3 But MPI indicated in response to an
4 Information Request that it was launching an online
5 claims forum so that customers can open claims without
6 calling the contact centre. Do you know what I'm
7 referring to?

8 MR. SCOTT PATTON: Yes.

9 MS. KARA MOORE: Is that operational?

10 MR. SCOTT PATTON: We have a -- yes,
11 we have an online claims form that you can fill --
12 that a customer can fill out to start that process,
13 yes.

14 MS. KARA MOORE: Thank you. I'd now
15 like to talk about some of the corporate initiatives
16 that MPI has provided a status update on in the
17 Application. And I just have a few quick questions
18 with respect to each of these initiatives.

19 So, the first I wanted to discuss is
20 the telematics project. So, as of May 17th, 2024,
21 devices had been installed in two hundred and eighty-
22 two (282) vehicles?

23 MR. ROBERT SMITHSON: Rob Smithson,
24 MPI. Actually, it's now two hundred and ninety-five
25 (295) that have been installed.

1 MS. KARA MOORE: Thank you. So, that
2 was -- you predicted my next question. So, to your
3 knowledge, data's currently being collected from two
4 hundred and ninety-five (295) vehicles?

5 MR. ROBERT SMITHSON: It fluctuates
6 how many are in operation day to day.

7 MS. KARA MOORE: Sure.

8 MR. ROBERT SMITHSON: We have the
9 devices installed; the majority are operational.

10 MS. KARA MOORE: Thank you. And MPI
11 has advised that data on the telematics project will
12 be available next year. Is it the intent of MPI to
13 provide a report of the project to this board for
14 review at the next GRA?

15 MR. ROBERT SMITHSON: Yes, it is.

16 MS. KARA MOORE: Thank you. I'll now
17 move on to the motorcycle product review. I can
18 provide context of this project, but I think you know
19 probably better than I do the nature of the project.

20 So, really my question is that this
21 initiative started in 2021 and you've advised that
22 it's been delayed until Project NOVA is complete. Is
23 that correct?

24 MR. ROBERT SMITHSON: That's correct.

25 MS. KARA MOORE: And is there any

1 groundwork that can be done before Project NOVA
2 becomes operational?

3 MR. ROBERT SMITHSON: Yes, there is.
4 Our team is beginning some of the data collection and
5 some of the preliminary examinations of the different
6 coverages for motorcycles and what's available.

7 MS. KARA MOORE: Thank you. So, this
8 project is still being worked on currently?

9 MR. ROBERT SMITHSON: Yes, it's begun.

10 MS. KARA MOORE: Thank you. Quickly
11 on Vehicles For Hire. Last year, we heard about MPI's
12 Vehicle For Hire blanket policy. MPI is not seeking
13 approval of that blanket policy in this year's GRA?

14 MS. SIMMI MANN: That is correct.

15 MS. KARA MOORE: And my understanding
16 is that MPI will not bring the blanket policy back
17 before the Public Utilities Board until the
18 transportation network company participates in the
19 process:

20 MS. SIMMI MANN: Yeah. I think we
21 stated in our presentation that we will base it on
22 future TNC stakeholder engagement, but, yes.

23 MS. KARA MOORE: Thank you. So just
24 by way of background, one (1) of the issues preventing
25 the approval of the blanket policy last year was the

1 inability to determine the per kilometer rate?

2 MS. SIMMI MANN: Yes.

3 MS. KARA MOORE: That's accurate? And
4 it couldn't be established without a review of the
5 transportation network company's data?

6 MS. SIMMI MANN: Yes.

7 MS. KARA MOORE: And so last year in
8 the GRA, we understood that Uber had not been willing
9 to provide this information?

10 MS. SIMMI MANN: Yes.

11 MS. KARA MOORE: And it was recently
12 announced that the company Lyft is entering the
13 market. Has MPI requested similar information from
14 Lyft?

15 MS. SIMMI MANN: Yes. Oh. Sorry.

16 MS. KARA MOORE: No, that's okay.

17 MS. SIMMI MANN: We met with them and
18 just discussed current insurance offerings at this
19 time.

20 MS. KARA MOORE: Okay. So, that
21 particular question with respect to their ability to
22 provide the per kilometer data hasn't been canvased?

23 MS. SIMMI MANN: No. No.

24 MS. KARA MOORE: Thank you. So, I'd
25 now like to move on to the Basic insurance model

1 review, and this is likely where the rest of my
2 questions will be. So, I think, Mr. Prystupa, you're
3 likely the person to be answering them, but, of
4 course, anybody else feel free to speak up.

5 So just for background, the Basic
6 insurance model review aims to review alternatives to
7 the current DSR model?

8 MR. CURTIS PRYSTUPA: That's correct.

9 MS. KARA MOORE: And the Leger survey
10 that you discussed today was comprised of an online
11 survey followed by a phone survey?

12 MR. CURTIS PRYSTUPA: There -- I think
13 that's -- there's a lot -- a lot more factors to that.
14 There was a full qualitative portion phase of the
15 analysis which I reviewed in the -- in the
16 presentation followed by a quantitative analysis,
17 which I believe you're referring to, which was a --

18 MS. KARA MOORE: Yes.

19 MR. CURTIS PRYSTUPA: -- a phone and
20 online survey.

21 MS. KARA MOORE: Thank you. So, if --
22 Ms. Schubert, if you could please bring up MPI Exhibit
23 35. Thank you.

24 This is -- this was a revised response
25 to an Information Request. Just confirming this is

1 the final Leger report.

2 MR. CURTIS PRYSTUPA: Yes, it appears
3 to be.

4 MS. KARA MOORE: Thank you. And the
5 registered owner model is the current methodology?

6 MR. CURTIS PRYSTUPA: That's correct.

7 MS. KARA MOORE: And MPI has reviewed
8 four (4) potential Basic insurance models, and I don't
9 think I need to define them all for the record, but
10 they are primary driver, listed driver, combined
11 driver, and the current model, the registered owner
12 model?

13 MR. CURTIS PRYSTUPA: That's correct,
14 yes.

15 MS. KARA MOORE: Thank you.
16 Registered owners are not required to identify or
17 provide information on drivers, correct?

18 MR. CURTIS PRYSTUPA: That is correct.

19 MS. KARA MOORE: So, in this case, the
20 insurance for a vehicle could be designated to any
21 individual in a household?

22 MR. CURTIS PRYSTUPA: I'm not sure I
23 understand your question. Could you -- could you
24 rephrase, please.

25 MS. KARA MOORE: Sure. So, under the

1 registered owner model, the insurance for a vehicle
2 could be designated to anybody within a household.
3 So, I could own a -- or I could be the primary driver
4 of the vehicle, but somebody else in my household
5 could have the -- could have it insured in their name?

6 MR. CURTIS PRYSTUPA: Yes, that's --
7 that's possible.

8 MS. KARA MOORE: Thank you. How does
9 setting rates on this basis reflect risk?

10 MR. CURTIS PRYSTUPA: One moment,
11 please.

12 MS. KARA MOORE: Thank you.

13

14 (BRIEF PAUSE)

15

16 MR. STEVE SCARFONE: Counsel, you're
17 probably anticipating this. Mr. Prystupa probably can
18 give you a general response to that question, but
19 without Ms. Low and her team here to respond to that,
20 it's -- it's a difficult question for this Panel to
21 respond to.

22 MS. KARA MOORE: Sure. Would I be
23 able to get a response by way of undertaking in that
24 case?

25 MR. STEVE SCARFONE: I think that's

1 probably the more appropriate way of doing that.

2

3 --- UNDERTAKING NO. 27: MPI to provide how the
4 setting of rates under the
5 registered owner model reflects risk

6

7 CONTINUED BY MS. KARA MOORE:

8 MS. KARA MOORE: Thank you. So, the
9 undertaking will be how the setting of rates under the
10 registered owner model reflects risk. So, moving on.

11 MR. STEVE SCARFONE: Yes. Thank --
12 thank you.

13

14 CONTINUED BY MS. KARA MOORE:

15 MS. KARA MOORE: Do you agree that MPI
16 has previously indicated that the registered owner
17 model has the lowest risk rating accuracy? And I can
18 provide a reference for that if you'd like.

19 MR. CURTIS PRYSTUPA: If you could
20 provide the reference, please.

21 MS. KARA MOORE: Certainly. So, Ms.
22 Schubert, if you could please pull up from the 2023
23 GRA MPI Exhibit 69. It's slide 22. Thank you.

24 So, this is a table that was provided a
25 few years ago in the GRA. And what I'm looking at in

1 particular is under -- or next to 'key shortcomings',
2 second column under 'registered owner', lowest risk
3 rating accuracy.

4 MR. CURTIS PRYSTUPA: That is correct,
5 of the -- of the models that are displayed here.

6 MS. KARA MOORE: Sure. So, I'll just
7 restate it. Based on the models stated here, which
8 are also the models currently being considered by MPI,
9 the registered owner model has the lowest risk rating
10 accuracy?

11 MR. CURTIS PRYSTUPA: That is correct.

12 MS. KARA MOORE: Thank you. And MPI
13 has also stated -- and actually we can stay on this
14 exhibit for this purpose, but it was restated in this
15 year's application that the primary driver model would
16 most accurately reflect risk compared to the
17 alternatives.

18 MR. CURTIS PRYSTUPA: You're going to
19 have to provide a reference. That doesn't sound
20 correct off first instinct.

21 MS. KARA MOORE: Well, when I look at
22 -- on this particular graph or table next to 'risk
23 rating accuracy improvement' under 'primary driver',
24 it says, 'most'?

25 MR. CURTIS PRYSTUPA: No, primary

1 driver says 'some'. Primary listed driver hybrid says
2 'most'.

3 MS. KARA MOORE: Sorry, that's my
4 mistake. Would you agree with me then that the
5 primary driver model would more accurately reflect
6 risk when compared to registered owner?

7 MR. CURTIS PRYSTUPA: Yes.

8 MS. KARA MOORE: Thank you. And it's
9 a basic principle of insurance to determine premium
10 based on risk?

11 MR. CURTIS PRYSTUPA: Among others,
12 but, yes.

13 MS. KARA MOORE: Yes. Thank you. I
14 believe you said in your presentation that switching
15 to primary driver only slightly increased risk rating
16 accuracy. Did I hear that correctly?

17 MR. CURTIS PRYSTUPA: It's expected to
18 slightly increase the -- the risk rating accuracy,
19 yes.

20 MS. KARA MOORE: So, my question is,
21 what data does MPI rely upon to come to that
22 conclusion, because our understanding has been that
23 MPI has not been able to obtain primary driver data?

24 MR. CURTIS PRYSTUPA: No, you're --
25 you're absolutely right. We don't have the data to do

1 an objective analysis because we lack the driver
2 information of who's driving each -- each insured
3 vehicle in Manitoba.

4 The -- the statement that we make
5 regarding the primary driver being a slight
6 improvement to risk rating accuracy is a -- is a
7 subjective opinion by -- by Manitoba Public Insurance.

8 MS. KARA MOORE: Thank you. So, the
9 first step in the process of potentially transitioning
10 to a new DSR system was to collect data and analysis.
11 That's what we had -- and -- and analyze that data.
12 That's previously what's been advised, yes?

13 MR. CURTIS PRYSTUPA: Yes.

14 MS. KARA MOORE: And so, the retainer
15 of Leger and their report presumably falls under that
16 category of the collecting data stage of this process?

17 MR. CURTIS PRYSTUPA: Yes.

18 MS. KARA MOORE: Did MPI provide any
19 guidance with respect to the parameters of Lefer's
20 survey?

21 MR. CURTIS PRYSTUPA: One moment,
22 please.

23 MS. KARA MOORE: Thank you.

24

25 (BRIEF PAUSE)

1

2 MR. CURTIS PRYSTUPA: Okay, thank you
3 for the moment. I just wanted to correct something on
4 the -- on the record. The -- the engagement of -- of
5 Leger for the public consultation was not -- not part
6 of the data collection process, so to say, but more
7 part of the -- the customer engagement. So, just
8 wanted to correct that on the record.

9 And I believe my colleague, Mr. Patton,
10 is going to have you repeat the question because I
11 think he's probably best to answer the question that
12 you most recently asked.

13 MS. KARA MOORE: Certainly. Sorry,
14 you're testing me a little bit. Well, the most recent
15 question I asked was whether MPI provided guidance
16 with respect to the parameters of Leger's survey.

17 MR. SCOTT PATTON: Right. It's Scott
18 Patton speaking. We provided guidance in terms of the
19 parameters from a -- what information we needed to
20 know. We didn't tell them how to get that, but we
21 told them what we needed to know, provided them the
22 2019 report and a fulsome discussion of the issue that
23 has been before the PUB.

24 MS. KARA MOORE: Thank you. How much
25 weight does MPI give to the results of the Leger

1 survey in determining the optimal insurance policy?

2

3

(BRIEF PAUSE)

4

5

MR. STEVE SCARFONE: Ms. Moore, just
6 to clarify your question. So, in terms of weight, not
7 -- not, like, weight, like a lawyer would perceive
8 weight in terms of assessing and balancing, but rather
9 how important it rate -- it relates with respect to
10 other priorities or other considerations?

11

MS. KARA MOORE: Yeah, important to
12 the results way on MPI's ultimate decision --

13

MR. STEVE SCARFONE: I see.

14

MS. KARA MOORE: -- in terms of
15 potentially changing models is -- is the question.

16

17

(BRIEF PAUSE)

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19

MR. ROBERT SMITHSON: Rob Smithson.
20 So, the consultation was part of our responsibilities
21 un understanding, you know, customer's experience and
22 desires as relates to this model, but the decision to
23 change ultimately is not MPI's; that relies with this
24 Board.

25

And the next phase in the -- or the

1 Project will be data collection analysis to be
2 presented to this Board for decision.

3

4 CONTINUED BY MS. KARA MOORE:

5 MS. KARA MOORE: Thank you. Just a
6 follow-up question, Mr. Prystupa, on something you
7 said just a few questions ago with respect to MPI
8 providing guidance to Leger on the parameters of their
9 survey. You recall we just had that discussion?

10 MR. CURTIS PRYSTUPA: Curtis here. I
11 believe that was -- was with Mr. Patton.

12 MS. KARA MOORE: Oh, sorry, Mr.
13 Patton. So, the response was that MPI reviewed the
14 findings in Leger's 2019 report and provided feedback
15 to Leger with respect to that. Is that accurate?

16 MR. SCOTT PATTON: Sorry, can you
17 clarify what you mean by "reviewed the findings"? We
18 provided the full 2019 report testimony, you know,
19 here to Leger so that they had that as background
20 information, yes.

21 MS. KARA MOORE: Sure. And so, can
22 you just explain why you did that?

23 MR. SCOTT PATTON: They needed to be
24 aware of what was previously done in terms of
25 consultation. Leger was also involved in that

1 consultation in 2019. They completed the -- the
2 random representative telephone survey that was
3 reported at that time.

4 MS. KARA MOORE: Thank you. Madam
5 Chair, I still have a few pages of questions left, but
6 I think this would be a natural place to stop. If I
7 could finish tomorrow morning. I likely only have
8 about fifteen (15) minutes left.

9 PANEL CHAIRPERSON: Okay. Thank you,
10 Ms. Moore. Yes, we'll break for the day now and
11 recommence tomorrow morning with this Panel. And if
12 possible, can Counsel please discuss what's going to
13 happen with regard to the schedule tomorrow because,
14 as I understand it, we have Ernst Young witnesses'
15 testimony, and then, of course, the cross-examination
16 with regard to the Strategic Vision Panel.

17 So, if you could do that, and then let
18 us know tomorrow morning, I'd appreciate it.

19 MS. KARA MOORE: Thank you.

20 PANEL CHAIRPERSON: Thank you,
21 Everyone.

22

23 --- Upon adjourning 4:24 p.m.

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Wendy Woodworth, Ms.